Georgia Department of Revenue

Annual Report of
Information Technology Expenditures
For Period July 1, 2001 – June 30, 2002

Version 2.0.

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Chapter 1 - Strategic Plan

Agency Vision Statement:

The Department will provide quality customer service and increase compliance through a highly motivated and well-trained workforce empowered by technology.

Agency Mission Statement:

To administer Georgia's tax laws in a manner that promotes confidence in our competence, fairness, and integrity.

Agency Strategic Goals:

1. To Provide World Class Customer Service
2. To Streamline the Department's Processing Activities Resulting in a More Efficient and Effective Organization
3. To Improve Voluntary Compliance
4. To Effectively Recruit and Retain a Qualified Workforce

Agency **Future** IT Projects:

Project Name	Project Description	Project Benefits and Values	Project Prioritization
Enterprise Business Modeling (MPower)	The Enterprise Business Modeling initiative is part of the Department's overall effort to better serve the public in both efficiency and fiscal responsibility. DOR has initiated this project to review its current processing solutions (both legacy and new technology), to recommend a strategic direction for defining and stabilizing the IT infrastructure of DOR, and to prepare the current enterprise business models. The overall objective of this project is to obtain the services of a qualified and experienced Contractor that will document existing infrastructure and the current DOR data and process business models. The qualified Contractor will also create a "Blueprint for the Future" for DOR in an objective and unbiased manner.	This project will allow DOR to start all projects from the business perpective using the business and process models. This will allow for reduced start-up time and data redundancy on new projects. Application, data and infrastructure standards will have the needed information to select tools for future work. The standardization of tools will allow reduced maintenance of applications when implemented. Development time should be reduced because enterprise models will be available to teams to start their projects. These will not have to be created in the project teams. Data, application and infrastructure standards will be established for the next 3 years, so projects will not have to make those decisions as part of their project, reducing maintenance of the application.	HIGH
FARMS	The Finance and Records Management System (FARMS) initiative involves the re-design and replacement of the Department of Revenue's (DOR) existing legacy Mail Cash process.	As a result of this effort, the FARMS system will be highly integrated with the Remittance Process System (RPS) and Document Management System. By replacing the existing Mail Cash process, DOR will see added benefits including the earlier availability of funds by depositing checks in a quicker and more effective manner.	HIGH

Project Name	Project Description	Project Benefits and Values	Project Prioritization
FARMS (Continued)	This project provides for automating the front end processing of all returns and depositing of payments to the bank. This initiative will provide major improvements to existing manual activities and computerized systems by streamlining the process. In re-engineering the entire mail processing effort, the FARMS initiative focuses on removing or reducing the excessive activities such as sorting, batching, multiple verifications, and manual entry of return data.	FARMS will reduce lead-time to make returns available for subsequent processing and posting to taxpayer accounts. In addition, FARMS will provide enhanced productivity and management reporting capabilities as well as the ability to view checks and returns on-line as part of the taxpayer payment and return history function.	HIGH
Federal Off-Set Program (TOPS)	The Treasury Offset Process (TOPS) project is a collaborative effort between the Georgia Department of Revenue and the IRS to collect outstanding individual income tax debts owed to the State of Georgia. The project will develop and implement a system to provide the Treasury Department pertinent information relating to delinquent Georgia tax accounts; notify taxpayers of delinquencies and offsets, and to process offset posting and related information with affected taxing divisions.	By establishing this initiative, the Department will greatly benefit by reducing delinquent tax liabilities, providing more accurate data related to taxpayers' liabilities, and increasing income tax collections by approximately 3.3 million dollars per year.	HIGH

Project Name	Project Description	Project Benefits and Values	Project Prioritization
Maintaining Supportable Infrastructure	The Maintaining Supportable Infrastructure initiative is designed to update all Revenue applications and network infrastructure on the current supportable levels of software to ensure maximum stability and support. This will allow for the following benefits: lower cost of maintenance, increased vendor assistance, and more stable systems. This initiative addresses: Cobol 390, Oracle, InputAccel, FileNET, and NetDynamics.	As software upgrades are an on-going part of the IT world, the complexity of system compatibility continues to grow. This initiative provides the foundational infrastructure to ensure proper levels of security and stable version control. As the cost for this initiative is comparatively high, future software upgrade initiatives will be done on a rolling annual basis and will not be as inclusive or expensive.	HIGH
Network Security Infrastructure	The Network Security Infrastructure initiative is targeted with creating a network that is secure from both external and internal threats and vulnerabilities. As DOR invests in new Intranet and Internet initiatives, the risk of potential security compromise increases dramatically. This also incorporates the Federal Common Criteria into DOR applications / infrastructure.	This initiative will insure the security of the DOR's network while providing the means for secure, reliable, and scalable remote access; centralized administration; and secure knowledge management activities throughout the development of the Intranet and ongoing support of the Internet infrastructure.	HIGH
PCA Re-Write	The Private Collection Agency (PCA) initiative establishes the process to allow private collection agencies access to delinquent Fieri *Facias (FI.FA.)* account information for the purpose of collecting outstanding debts. The current system requires extensive manual effort to obtain the required data.	Through the streamlined program, the Department will have the capability to modify and maintain criteria and changes in determining which taxpayers owe a debt, notifying taxpayers of debt owed, and gathering and sending information to private collection agencies so that they may collect the debt once internal means of collection have been exhausted by the Department.	HIGH

Project Name	Project Description	Project Benefits and Values	Project Prioritization
Software Development Process Improvement	The Software Development Process Improvement initiative involves the development of a planned track from ad-hoc project management to standard project management and software development methodologies, including standard software development methods, standard configuration management and quality assurance. The methods will also include standard requirements management to manage project scope, and subcontract management to assure that contractors follow the established methodology. These standards will be modeled on the Carnegie Mellon Software Engineering Institute's Capability Maturity Model, a proven method of increasing the efficacy and efficiency of software development and software development management.	To address high priority issues identified in the DOR planning sessions, ISD will implement a process improvement framework to become a mature software development shop. The more mature the shop the higher the quality of its end products. Immature organizations have at best ad-hoc processes for developing, and work in environments where risk is high and predictability is low.	HIGH

Rational for the Prioritization of the Project:

The approach to prioritization considered the alignment of each initiative to elements of the Department's business strategy (Goals, Critical Success Factors and Success Inhibitors) and considered the overall value of the initiative to the Department. Issues associated with "when" and "how" were excluded from consideration in order to obtain a clearer understanding of what is most strategically important to the Department.

The following describes the key strategic accomplishments of the Department during FY2002.

- Moved to new facilities providing increased convenience for taxpayers and a much-improved working environment for employees.
- Implemented the 2-D Barcode technology and supporting business processes, resulting in reductions to processing time and cost and reduced data entry errors. It is expected that approximately 600,000 income tax returns from the tax year 2001 will be processed in this manner.
- Increased the individual income tax electronic filing participation by 18% for tax year 2001 vs. 2000. For tax year 2001**,** 42% of all taxpayers filed electronically. Georgia received the largest volume of electronic returns of any state participating in the Federal/State program.
- Expanded the filing options for married-filing-jointly taxpayers to allow EZ and telefiling. More than 9,000 taxpayers used these expanded options.
- Launched the Excise Tax Reporting, Auditing and Collections System (ETRACS) with the beer industry, providing beer wholesalers and shippers the ability to file their returns electronically.
- Added the ability to retrieve all tax return documents that have been scanned within 24 hours as opposed to 2-3 days previously, via an image retrieval system. Changes also allowed for a significant staff reduction in the Retrieval Unit.
- Implemented on-line renewal of alcohol licenses offering a credit card payment option. While this has only been online since November 2001, the response from the licensees has been positive.
- Implemented an EZ form for sales tax payers resulting in reduced processing time and costs and improved customer service.
- In October 2001, the Correspondence Management System (CMS) pilot application was successfully implemented with limited users in all taxing Divisions. Since then, over 20,000 taxpayer protested accounts have been resolved using the application. Additional intangible benefits include:
    - Improved access speed of protest-related documents from days to seconds
    - Ability to access centralized information from any location
    - Overall reduction in duplication of work effort
- The Department developed and implemented a Work Authorization Process that provides a business-based approach to authorizing and prioritizing initiatives within the Department. The process has been in operation since June of 2001 and is the method by which initiatives are added to the strategic plan.

Chapter 2 – Annual Expenditures

Section One – Expenditures by Subclass

Account/ Subclass	Description	Total Expenditures
APPROPRIATED COMMON LINE ITEM EXPENDITURES:		
	Salaries and Hourly Subtotal	
510000	Regular Salaries	6,050,825
511000	Overtime	13,905
512000	Permanent Hourly Labor	
513000	Temporary/Casual Labor	34,552
	Fringe Benefits Allocation	
514000	Fica	438,047
515000	Retirement	650,042
516000	Health Insurance	792,658
517000	Personal Liability Insurance	17,424
518000	Unemployment Insurance	4,928
519000	Worker's Compensation	45,289
300	**Personal Services**	8,047,670
612000	Motor Vehicle Expense	
613000	Printing & Publications	73
614000	Supplies & Materials	338,465
615000	Repairs & Maintenance	369,940
616000	Equipment Under $1,000	
617000	Water & Sewer	
618000	Energy	
619000	Rents - Other than Real Estate	
620000	Insurance & Bonding	528
622000	Freight	3,287
625000	Discounts Lost	
626000	Procurement Card	
627000	Other Operating Expense	37,251
663000	Software	
301	Regular Operating Expense	749,544
302	Travel	23,395
713000	Capital Lease/I P Prin	
722000	Motor Vehicle Purchases	
303	Motor Vehicle Purchases	-
619000	Rents - Other than Real Estate	
713000	Capital Lease/I P Prin	
720000	Equipment Over $1,000	
721000	Computer Equipment (+ $1,000)	
304	Equipment	-

Account/ Subclass	Description	Total Expenditures
619000	Computer Rents o/Real Estate	
651000	Computer Per Diem and Fees	4,926,272
653000	Computer Contracts	15,360
661000	GTA Computer Billings	9,873,896
663000	Computer Software	1,108,535
721000	Computer Equipment	466,838
616000	Equipment Over $1,000 and Under $5,000	24,817
305	Computer Charges	16,415,718
306	Real Estate Rentals	
671001	Data Frame Relay - GTA Billings	991,515
671002	Data Wire/Cable - GTA Billings	9,519
671003	Data Net - GTA Billings	22,428
671050	Data - Other	2,946
671000	Data Telecommunications Subtotal	1,026,408
672001	Other Telecomm - Local Service - GTA Billing	938,914
672002	Other Telecomm - Network - GTA Billing	111,898
672003	Other Telecomm - Long Distance - GTA Billing	35,856
672004	Other Telecomm - Voice Mail - GTA Billing	
672005	Other Telecomm - Pagers - GTA Billing	31,833
672006	Other Telecomm - Radio - GTA Billing	576
672019	Other Telecomm - Cellular	
672020	Other Telecomm	851,660
672050	Other Telcomm - GTA Svcs for Resale - Local	
672051	Other Tele-GTA Svcs Resale - Long Distance	
672052	Other Telecomm - Services for Resale - Paging	
672000	Other Telcommunications Subtotal	1,970,737
307	Telecommunications Total	2,997,145
651000	Per Diem & Fees	
652000	Per Diem & Fees - Expenses	
308	Per Diem & Fees	-
653000	Contracts	
312	Contracts	-
SPECIAL LINE ITEM EXPENDITURES:		
847	Investment for Modernization	9,910,786
TOTAL EXPENDITURES		**38,144,258**
Full Time Equivalent Positions		85
Full Time Equivalent Consultants		40

Section Two – Expenditures by Application

Description	Consultant FTE's	Position FTE's	FY 2002 Expenditures
Applications:			
Alcohol and Tobacco	-	2	253,984
Central Taxpayer Accounting (CTA)	3	6	7,665,707
Central Taxpayer Registration (CTR)	-	5	1,914,356
Corporate	1	4	546,640
Correspondence Management System (CMS)	3	4	1,811,725
Document Management System (DMS)	3	2	2,871,570
EFT	1	1	204,267
Individual Income Tax System (IITS)	4	10	3,009,794
MailCash	3	2	2,767,159
Motor Fuel	-	2	249,834
Process Management	10	4	4,216,777
Property Tax	-	2	410,564
Remittance Processing System (RPS)	3	2	812,570
Sales Tax	1	5	2,950,419
Withholding	1	4	730,181
Infrastructure	**7**	**30**	**7,728,711**
TOTAL EXPENDITURES	**40**	**85**	**38,144,258**
Federal and Other Funds	**0**	**0**	**0**
State Funds	**40**	**85**	**38,144,258**
TOTAL FUNDS	**40**	**85**	**38,144,258**

Chapter 3 - Information Technology Capital Assets

Asset Category	Quantity	Additional Information
Mainframe:	None	
Workstations:	Approximately 1,180	Many without printers
Servers:	168	
Other:	4 Dell and EMC SANs	Used for data storage
	5 high speed scanners and 4 transports	Used for Document Management System
	13 optical jukeboxes	Used for Document Management System
	96 Network attached printers	Used in distributed computing
	24 optical scanners	Used with our Correspondence Management System
	280 laptops	Used by auditors, enforcement officers, and various managers
Dollar Value of IT Asset Inventory:	$14,093,330	Based on PeopleSoft asset management Query dated 8/19/02.
General Age and Condition of Equipment:	Most of the hardware is 3-5 years old and in fair condition.	Most hardware purchased as part of Y2K initiatives. Since no refresh plan has been followed and CCOP has delayed purchases, 60% of the current hardware needs to be replaced.

Chapter 4 - Business Impact

INFORMATION TECHNOLOGY - SCHEDULE OF COMPUTER APPLICATIONS

DEPARTMENT/BUDGET UNIT: **REVENUE**

Application Contract Name	Description of Functions Provided by Application	Description	FY 2001 Volume	FY 2002 Volume
CMS- Protest Application	Number of protests scanned / converted		95,603	13,508
DMS	Total number of tax forms imaged		22,826,718	9,368,150
	Total number of tax forms imaged (less conversion records)		9,966,363	9,368,150
EFT (Electronic Funds Transfer)	Receives tax payments electronically - posts valid transactions to Mailcash for pickup by CTA and the taxing applications	Transactions	Not Available	1,381,644
	115,137 = Total Transactions processed by EFT monthly			
	Monthly Transaction breakdown:			
	51,706 = Transactions received from outside vendors and processed by RTFT5010			
	(Payment transactions received (included in the above total) is apprx. 20,363.)			
	21,154 = Transactions processed by RTFT5020			
	21,154 = Transactions processed by RTFT686E			
	19,883 = Transactions processed by RTFT5030			
	1240 = Online maintenance transactions			
MailCash	MailCash processes money & no-money returns, and also coupons and payments from RPS.	Documents	7,130,569	7,040,283
Total Rows in Data Base Feb-02	91,479,440			
Mar-02	94,435,952			
Apr-02	97,396,655			
May-02	100,483,684			
Jun-02	103,136,821			
Jul-02	108,845,129			
RPS - Remittance Processing System	Processes tax payment coupons and checks.	Coupons	2,413,070	2,517,124
		Checks	3,966,937	4,019,495
		Dollars	$ 6,732,863,811	$ 6,363,022,291
Space Allocated	53 GB			
Current Space Usage	13.84 GB			
Space Available On Disk	39.16 GB			
Rows In Database	20,717,967			
Out of Space In Years	9.9 Yrs.			
Current Row Growth	1,590,585			
% of Current Row Growth	8%			
Space Usage Growth	0.33GB			
% of Usage Growth	2.44%			
Sales Tax System	Allows the entry and tracking of all Sales Tax returns	Regular Returns	1,268,876	1,320,224
		Amended Returns	36	144
* Total Rows on STS databases * 221,344,808		Audit Returns		35,532

Application Contract Name	Description of Functions Provided by Application	Description	FY 2001 Volume	FY 2002 Volume
Centralized Taxpayer Accounting * Total Accounts - active database * 23,007,831 * Total Rows on CTA databases * 328,851,917	Centralized Taxpayer Accounting assessments of GA tax types	Returns	4,363,202	4,665,244
		Refunds	3,001,978	2,868,898
		Notices	598,607	1,367,297
Centralized Taxpayer Registration System	The Centralized Taxpayer Registration System is designed to support the Department of Revenues functions for the registration, licensing, and permitting of individuals ands businesses.	Business Tax Type maintenance	1,958,701	2,008,172
		Name and Address maintenance	19,043,821	18,300,907
		Total CTR Rows		163,109,120
Corporate Tax System (CTS)	Processes all Corporate tax returns (552, 560C, 600, 600S, 600T, 624, 900), EFT, and corporate estimated payments (602E)	Returns	199,857	131,571
		Rows		15,012,885
Withholding Tax System (WTS)	Processes all Withholding tax returns, EFT, and payment vouchers	Returns	1,572,686	1,434,213
		Rows		160,189,610
Individual Tax Systems (IITS/IATS)	Processes all Individual Income tax returns (500, 500EZ) including telefile, 2D barcode and ELF	Paper Returns	1,288,437	1,650,388
		E-returns	1,093,134	1,484,422
		Rows		433,591,844
Property Tax Systems	Processes various property tax returns, tracks unclaimed property	Records	2,283,376	2,275,475

Addendum to Chapter 4 - Business Impact in Dollar Volumes

SELECTED APPLICATIONS

DEPARTMENT/BUDGET UNIT: **REVENUE**

Application	Description of Functions Provided by Application	FY 2001 Volume	FY 2002 Volume
Payment Processing Applications:			
EFT (Electronic Funds Transfer)	Receives tax payments electronically - posts valid transactions to Mailcash for pickup by CTA and taxing applications	$ 10,888,126,240	$ 10,929,471,751
RPS (Remittance Processing System)	Processes tax payment coupons and checks	$ 6,732,863,811	$ 6,363,022,291
Note: EFT and RPS account for almost 97% of the $17.9 billion in FY02 gross collections.			
Returns Processing Applications:			
Sales and Use Tax (Gross)	Allows the entry and tracking of all Sales tax returns (including LOST, SPLOST, ELOST, etc)	$ 8,368,519,313	$ 8,207,250,540
Corporate Tax System (CTS) (Net)	Processes all Corporate tax returns (552, 560C, 600, 600S, 600T, 624, 900), EFT, and corporate estimated payments (602E).	$ 724,773,084	$ 588,480,023
Individual IncomeTax Systems (Net)	Processes all Individual Income tax returns (500, 500EZ) including telefile, 2D Barcode, and ELF	$ 6,926,034,616	$ 6,487,637,799
Property Tax Systems (Net)	Processes various real and personal property returns, including those required for digest certification	$ 50,954,338	$ 56,152,076

Office of Secretary of State

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Agency Vision Statement:
The Vision of the Secretary of State is to be the model for government efficiency, accessibility and value to the taxpayer and public.

Agency Mission Statement:
It is the mission of the Secretary of State to be the most customer friendly government agency while protecting the public confidence by regulating businesses and professions, ensuring the integrity of the electoral process, serving as trustee of current and historical information, and reaching out through educational efforts to empower citizens with a better understanding of government. Through the utilization of Information Technology (IT) strategies, the Agency will deliver better, faster customer service in the most efficient manner.

Agency Strategic Goals:

	Strategic Goals	Long Term Outcome
1	Provide efficient and effective regulation of businesses and occupations to provide maximum public protection	Strong public confidence in licensed entities and individuals through greater public awareness via communication promoted by moving toward web based application and verification process; Implementing scanning of all regulatory documents; Providing remote access to files and data to field personnel; Ensuring sufficient staff skill sets as Agency moves from paper system to electronic system.
2	Provide citizens with optimal participation in the electoral process and ensure integrity throughout the process	Implement uniform elections equipment and process; Provide for voter registration on-line; Upgrade technology infrastructure internally and statewide to support statewide voting system; Integrate all internal processes (5 mainframe systems into one relational system); gain greater consistency, confidence and convenience in elections systems and voting accessibility.
3	Maintain the accountability of government and the rights of the public through a statewide program of records management	Develop technology and human resource infrastructure to support electronic records management; Provide outreach programs for new facility, available services, and customers; Require the use of uniform records management by all state agencies; Post state collections on the Internet to provide greater public accessibility and understanding of Agency responsibilities.
4	Increase awareness of Agency services, program offerings, and information available to the public	Make Agency services more visible to public; Maximize the use of available technology to reach public; Improve voter participation and empower citizens in general with information about and standing of entities, professionals, and others regulated by the Agency.
5	Increase civic and consumer	Increase voter registration/participation; Increase

	educational programs	utilization of education facilities (Capitol, CEC, Museum and Archives); Exploit technological capabilites to enhance public reach and content of Agency communications; Design training programs for customers; Provide special civic and historical programs for teachers, students, and the public throughout each fiscal year; Reduce the existing average tour size during peak season.
6	Provide administrative infrastructure and support (ie fiscal, HR, IT, capital projects, etc) to facilitate employees' achievement of Agency mission	Consolidate common business functions to increase efficiency; Redesign APA business process; Integrate accounting systems to eliminate dual entry of information; Improve cost allocation capabilities; Coordinate with other state agencies for e-commerce and sharing of data.
7	Maintain a modern and open technology platform that provides flexibility for future adaptability	Implement high-speed connectivity to local governments, state agencies, and federal agencies; Develop Agency wide solution for scanning of stored records; Assess retention policy for electronic formats of records; Maintain connection to e-stored records and technology changes.

Agency IT Projects:

Project Name:	**Elections Information System - Current**
Detailed Project Description:	Election Inventory System (SSEI) tracks election supplies stored at our warehouse, absentee ballots, etc. Election Night Reporting System (SSEL) used by internal staff and county officials for reporting results on election night. Each county has a PC with terminal emulation software and an IRMA card. Each computer has a hard wire connection to the GO Network. The election results are entered directly on the mainframe by precinct for each office and each candidate. Commission System (SSCM) mainframe system used to track and generate the official paper documents that must be sent to a winning candidate after an election. Campaign Disclosure System (SSEC) a mainframe system used by staff to track filings made by candidates, campaign committees, PACs, etc. Information from the “Intent to Receive Contributions” card is used to build the candidate profile onto the mainframe. Each candidate is randomly assigned a unique I.D. that is used as a common link between the different databases on the mainframe. By the year 2002, the county election superintendents are required to enter precinct election results for ALL elections, changing from state elections only to ANY and ALL elections (i.e. data for all county offices). The cost to upgrade this system by DOAS was estimated at $175,000. We are currently assessing the need for collecting this data prior to engaging DOAS for the upgrade. Either the law must be changed to remove this requirement or funds provided to meet this mandate. All 159 county elections offices access this

	system through a connection to the mainframe. The computer and printers in the counties were purchased in 1994 and implemented prior to July of 1995. The limited capacity of this system highlights the fact that the computers have outlived their useful life.
Project Benefits and Values:	This system allows counties to enter their supply orders, elections results, and political office information as required. Internal staff also use the system to track campaign disclosure filings, status of candidates and report generation. Once the disclosure reports are received, copies of the disclosure reports are scanned into Adobe and placed on our Internet site. Beginning in June 2001, candidates meeting certain requirements may file their disclosure reports electronically; however, the e-filing system does not interface with the mainframe and the hard copy reports are still considered the original.
Prioritization of the Project:	High

Project Name:	**Voter Registration System (SSVR) - Current**
Detailed Project Description:	A mainframe system used by various staff members and all 159 counties to track and manage the registered voters in Georgia. The data entry from the voter registration cards is the responsibility of each county. Numerous reports, electors lists and precinct cards are generated from this information. The Agency receives numerous requests for the raw data from political parties, media, general public, and special interest groups. The goal of the agency is to move the voter registration system from the mainframe system to a client-server based system with high speed internet connectivity to all 159 counties. This will require the addition of internet access in each county voter registration office as well as new computers and printers. The time frame for this transition is as soon as funding is provided.
Project Benefits and Values:	The move off of the mainframe will reduce the high cost of support from DOAS. County registration offices will be able to print election lists, candidate lists, statistical reports, and other reports currently available through the mainframe. The high costs associated with DOAS maintaining this system will be reduced.
Prioritization of the Project:	High

Project Name:	**Uniform Electronic Voting System - Current**
Detailed Project Description:	As originally envisioned, implementation was a 3-year process that would require each county to meet certain basic prerequisites in order to participate in this initiative. However, after the 2002 General Assembly and Governor provided funding for this project, the timetable was accelerated to a 1-year process. Prior to the November 2002 General Election, the goal of the project is to get every county in the state on the same electronic platform with uniform voting equipment. Included in the project is training for elections officials and citizens; sufficient resources for troubleshooting/help desk

	functions during implementation, ballot set up and on election day; and technical training on programming hardware. This implementation of the statewide system, as outlined in the law, was funded during the 2002 General Assembly. The project provides for a uniform system throughout the state and standardize the voting process among counties by November 2002. As of October 9, 2002, 21,000+ voting units, 159 servers, 400 optical scanners and 8,600 encoders are in the field and have completed acceptance testing by the state. Election superintendent training has been conducted for each county.
Project Benefits and Values:	Better voter education programs; quick tally of votes; less reliance on paper; reduction of printing costs; accessibility for language minorities and disabled, new technology can recruit new poll workers; possible move to more convenient voting practices
Prioritization of the Project:	High

Project Name:	**Licensing and Registration (Examining Boards Information System-EBIS) - Offline effective 8/2/02**
Detailed Project Description:	Effective August 2, 2002, GTA was notified to shut down this mainframe application.
Project Benefits and Values:	This project improves functionality by providing a database that enables PLB staff to license applicants. It improves workforce performance by its nature as a database, but it is an old system that needs improvement.
Prioritization of the Project:	Low

Project Name:	**Business Registration System – Current**
Detailed Project Description:	The business registration system consists of two major components, the "mainframe system" and the "online system." The mainframe system is used by all Corporations Division personnel. The mainframe system is used to input and store information regarding corporations, limited partnerships and limited liability companies. The online system is used by approximately 75 percent of Corporations Division personnel, by certain GeorgiaNet Authority staff persons, and by any member of the "general public" that is authorized by an existing entity to file an annual registration on its behalf. The online system is used to accept the annual registrations required by law of business entities filed with the Division. The mainframe system is used by all personnel on a daily basis; many employees access the mainframe system several hundred times daily, either to input new data, make changes to existing data, certify existing data,

	provide information to the general public on existing entities, and/or to verify information of record. The mainframe system is used to enter, update, and inquire into business entity information. The mainframe system is used to produce Division statistics regarding number of filings received/maintained, to produce financial receipt records, and to produce certificates in conjunction with a program entitled "bubbleprint." New corporations are required to file an initial registration within 90 days of the date of incorporation, and between January 1 and April 1 each year thereafter. Limited liability companies and limited partnerships file initially between January 1 and April 1 of the year following formation, and each year thereafter. All entities may file at any time during the year as needed to update address, agent and/or officer information. 90,000 entities used the online system during the 1/1/02-4/1/02 registration "season." The system is used approximately 320 times a day throughout the year. The online system is used by entering entity information, and paying the registration fee, through a secure web site developed and maintained by GeorgiaNet Authority.
Project Benefits and Values:	The mainframe system provides "real time" access to current and historical information on entities filed with the Corporations Division. Data from the system is "dumped" daily to the corporate information web databases of both the Secretary of State and GeorgiaNet Authority. Thus, access to vast information is quick and efficient. The online system allows updating of entity information without intervention of Division personnel. The integrity of data is enhanced as customers enter information regarding their own particular entity, eliminating the need for mass data entry efforts by the Division. The online system enables information to be updated in less than 24 hours, the time period between entry by the customer and transference of the data to the mainframe system. "Paper" filings require a minimum of one week between filing and updating of information, and often result in a "wait" of several weeks. The online system is the conduit for nearly 300 electronic commerce transactions each day, transactions that would have required the processing of individual small denomination payments of $10 to $75.
Prioritization of the Project:	High

Project Name:	**ABEL Securities System – Current**
Detailed Project Description:	The Abel system is the Securities internal administrative software package that tracks registration of securities, broker/dealers, investment advisors, cemeteries, merchandise dealers, preneed sales agents, charities, paid solicitors, and solicitor agents as well as complaints and investigations, and enforcement activity. The system is used daily and access to the system is made through the internet.
Project Benefits and Values:	The system is web-based so access to the system can be done off-site by the user.
Prioritization	High

of the Project:	

Project Name:	**GTA Administrative Services- Current**
Detailed Project Description:	GTA catch all category for routine maintenance, controllers, mulitple application procedures and access to mainframe for internal staff.
Project Benefits and Values:	These services allow various internal staff, such as IT staff, to access the mainframe system to perform day to day operations. Also included in these services are routine maintenance that support existing mainframe operations.
Prioritization of the Project:	Medium

Project Name:	**Archives Tower Records Information Management (TRIM) Software Project – Current**
Detailed Project Description:	Encourage customer agencies to interact with the State Records Center electronically using TRIM software. The program enables better control of active records, and helps to eliminate double entry. The Department of Community Affairs has already implemented this procedure.Increase utilization of the space management and bar-coding capabilities of TRIM to facilitate the move to CCSU. The division will use these features to manage record accessioning and retrieval at the new site. TRIM enables Records Center user agencies to request, transfer and approve the disposal of Agency paper copy records via the Internet. It provides inventory control to user agencies not only of records stored at the state records center, but also other off site locations and within the creating Agency.
Project Benefits and Values:	Provides unilateral control of state agency records. Reduces lost or misplaced information. Reduces reference time. Provides tracking of records during the entire life cycle of the record.
Prioritization of the Project:	High

Project Name:	**Georgia HOMEPLACE – Current**
Detailed Project Description:	HOMEPLACE is a joint project between Archives, GALILEO, and Office of Public Library Services. The project will provide Internet access to historical and genealogical records of the counties of Georgia and images from the Vanishing Georgia photograph collection. This will be a multi-year project that began in late 2000 that will iprove access and distribution to high quality images of historical documents, maps and photographs.
Project Benefits and Values:	Improved accessibility, distribution and control of archival documents.
Prioritization of the Project:	Low

Project Name:	**Archives VOYAGER Software Project – Current**
Detailed Project Description:	Web based application that enables posting of archival collections to be posted on the Internet for the public and other archival institutions. VOYAGER will permit professional researchers, historians, genealogists, and members of the general public 24 hour access to archival collections from other participating institutions and from their own PC's.
Project Benefits and Values:	Improved accessibility, distribution and control of archival collections. Information compiled in VOYAGER is in a compatible format with other libraries and historical repositories.
Prioritization of the Project:	Medium

Project Name:	**On-line tour of Capitol - Current**
Detailed Project Description:	In conjunction with the Capital Education Center, the Museum developed an on-line tour that features information about the State Capitol, its history, and the collections of the State capitol museum. The on-line tour is available through our web page to allow citizens and educators to experience the capitol.
Project Benefits and Values:	Provides accessibility and virtual insight to "the People's House." Can be used to aid grade school teachers curriculum as part of the Agency's overall goal of civic education. Allows general public the opportunity to gain historical and direct perspective that might not otherwise be available.
Prioritization of the Project:	Medium

Project Name:	**Cataloging/Inventory of Museum Holdings - Current**
Detailed Project Description:	Museum staff, using commercial software, is cataloging the extensive holdings. This catalog not only contains the necessary information to professionally manage items in the collections, but also will include a digital image of each artifact or display.
Project Benefits and Values:	Provides detailed database of artifacts on hand, which will be employed during development, programming and design of a new state history museum.
Prioritization of the Project:	Medium

Project Name:	**Fortis Imaging System - Current**
Detailed Project Description:	“Fortis/File Magic” is a software product of Westbrook Technologies, Inc. The “Fortis system” is used to archive and retrieve all corporate filings. All filings received since January 1, 2000 have been scanned using a high speed Fujitsu scanner; annual registrations received since 1999 have been scanned. Total pages scanned exceed one million.
Project	Documents that are stored in the Fortis imaging system can be certified

Benefits and Values:	within minutes of the request. All requests for certified copies are filled the same day requested, most within minutes. Prior to implementation of the system the turnaround was three to five days. More than 100 certification requests are processed each day. The system has contributed greatly to a 30 percent reduction in staff, and more than 100 percent increases in efficiency as measured by the time needed to deliver services.
Prioritization of the Project:	High

Project Name:	**Day to day maintenance and upgrades - Current**
Detailed Project Description:	This category is an internal catch-all category for software and workstation upgrades, server maintenance, printer upgrades, peripherals, etc.
Project Benefits and Values:	Continuous upgrades and maintenance benefit all staff by providing with the latest technology. Through the use of the latest technology, employees are able to provide better, faster customer service, which benefits the general public.
Prioritization of the Project:	High

Project Name:	**Rule Promulgation Process - Current**
Detailed Project Description:	The current largely paper-based system with limited Internet back-office functionality is the tool used to administer the State-wide Administrative Procedures function legislatively assigned to the Secretary of State. State law requires that the 180-plus state agencies, commissions, and boards authorized to promulgate rules, do so according to this process. The process and system involves the noticing, printing, distribution (to Legislative Counsel, interested parties and subscribers), and on a less than current basis, Internet posting of adopted rules (to implement applicable State law). The process is on-going an annual peak that follows the end of the State's legislative session.
Project Benefits and Values:	The system is labor and paper intensive and does not lend itself to the best use of very limited staff and fiscal resources, nor take advantage of the technological advances that could automate much of the process.
Prioritization of the Project:	Medium

Project Name:	**Revolutionizing Internal Elections Administration System - FY 2002/2003**
Detailed Project Description:	The internal elections systems need revolutionizing versus the evolution of incremental improvement that might occur with the DOAS mainframe systems. The mainframe system needs overhauling to a more user friendly, graphical user interface. This overhaul can be accomplished independently of the statewide communication project if voter registration is not included at this time. The overhaul of the internal system will enhance the reporting

	capabilities of our staff as well as county staff. Upgrading state network capabilities to county offices would greatly enhance the range of options available.
Project Benefits and Values:	This project will benefit internal staff that currently have to navigate through mainframe screens. A new system will also provide added flexibility and functionality at a reduced cost.
Prioritization of the Project:	High

Project Name:	**Reengineer Voter Registration System - FY 2002/2003**
Detailed Project Description:	The mainframe VR system needs overhauling to a more user friendly, graphical user interface. This overhaul is dependent upon a statewide communication project to provide high speed connectivity to each county elections office(s). The overhaul of the mainframe system to a client server system will enhance the reporting capabilities of our staff as well as county staff which will reduce county report requests and costs to this Agency. A component of this overhaul is to improve the process and relationship with DPS (DMV) with regards to its registration process.
Project Benefits and Values:	The agency will explore a solution that will synchronize with other state data sources such are motor vehicles, death information, and felonious incarcerations. The system will need the capability to identify and eliminate duplicate registrations. The project would include the deployment of state of the art equipment to all counties. A component of the system would be the standardization of data in all counties for the purpose of redistricting and processing data against the National Change of Address databases. It is anticipated that the counties would benefit from a comprehensive voter registration system.
Prioritization of the Project:	High

Project Name:	**Systems Automation Project - Current and ongoing**
Detailed Project Description:	The goal of the PLB project was to implement a licensing software package using new off-the-shelf technology, to replace the current mainframe system and bring a web interface to the general public. The new internal administration system is used daily by all employees of PLB. The system enables staff to: establish and update necessary information for applicants for licensure and licensees; establish and update necessary information for complaint investigation and inspections; enter fees for licensures; and enter renewal information. Licensees may renew online and verification of licensure is available to everyone via our web site. Project implementation began in October 2001. The system went live in April 2002.
Project Benefits and Values:	This project will improve functionality by providing a database that enables PLB staff to license applicants and track licensees. It improves workforce performance by its nature as a database.

Prioritization of the Project:	High

Project Name:	**Automate the Administrative Procedures Process - FY 2003**
Detailed Project Description:	An inter-Agency task force was been created to develop recommendations for replacing the largely paper-based system with limited Internet back-office functionality to automate the APA process with a State-wide solution. State law requires that the 180-plus state agencies, commissions, and boards authorized to promulgate rules, do so according to this process. The process and system involves the noticing, printing, distribution (to Legislative Counsel, interested parties and subscribers), and on a less than current basis, Internet posting of adopted rules (to implement applicable State law). The process and on-going with an annual peak that follows the end of the State's legislative session.
Project Benefits and Values:	Automating the process will eliminate a great deal of staff time used in the cutting, posting and proofing of the various versions of the rules by having rules key a single time and forwarded electronically where appropriate. Further, electronic noticing and publishing will broaden public access while reducing the cost to the State for that access. And finally, automating the process will almost guarantee the existence of current rules on the Internet consistent with the Governor's visions of a technological Georgia.
Prioritization of the Project:	High

Project Name:	**On-line corporate filing system - FY 2003**
Detailed Project Description:	The online corporate filing system is an interactive internet application whereby business entity annual registrations may be filed. Annual registration payment is accepted via Visa, MasterCard or American Express payment, or through a “GeorgiaNet Account” that may be established by any customer. Account holders are billed monthly for Corporations Division activity. The online corporate filing system is also used for the acceptance, and payment for, all certified copy and certificate of good standing requests. The online filing system is used to change, verify or receive an entity’s principal office address, registered agent name and address, and up to three principal officers’ names and addresses. Information submitted online is “dumped” into the mainframe each evening, and then posted to the web database the next day
Project Benefits and Values:	The online system eliminates the need to manually process registrations by lockbox and/or Division staff. Integrity of data is enhanced as individual customers verify their own work, as opposed to staff attempting to interpret handwritten submissions. Payment is received by the state immediately,

	versus a “lag time” of up to a month that can be required to process paper registrations during the peak registration season, which extends from January 1 to April 1 annually. Online filings can be certified from individual PCs, eliminating the need to retrieve, copy and attach a certificate to a paper filing. Online payments greatly reduce the number of “bad checks” received by the Division. Payments are small denomination ($15 or $25), an amount that is not cost effective to the state when processed manually. Approximately 320 online transactions are made daily, and 90,000 annual registrations were filed online between January 1 and April 1, 2002. 2001 was the first year the system was operational during the entire registration period. Each of these filings represents elimination of a manual processing of a filing. Approximately 90 seconds is needed to manually process an annual registration filing.
Prioritization of the Project:	High

Project Name:	**Document Imaging Program - FY 2002/2003**
Detailed Project Description:	This project will expand the current limited document scanning to a much larger agency wide enterprise. The project will blend historical document scanning with increased use of digital imaging for “current systems’ many of which are currently paper based. Virtually every major office operation can take advantage of the digital imaging charactersitic to increase the velocity of information with the office and to the citizen, reduce paper based storage system costs, and improve office efficiency and reduce labor costs. Digital Document Imaging is currently being used by our Corporations program and historical documents imaging is being used by our Archives program. The preliminary goal is to employ a distributed imaging system where imaging takes places in geographic centers of the office but the data is stored and distributed from efficient central systems with appropriate document system indexing.
Project Benefits and Values:	This project has a number of benefits. Currently large volume files, especially those dealing with individual licensees, will be converted to a digital format. This will allow quicker review and analysis, speedier evaluation and investigation, with increased consumer protection by shrinking the time from initial application for licenses to license review and approval. Using digital images will allow the SOS to more conveniently distribute information from our records, especially in our Archives and library programs, to citizens, other agencies and private sector as applicable. Storage costs for our large volume files will be reduced as we gradually eliminated paper as the primary storage medium for current files and move to digital files
Prioritization of the Project:	High

Project Name:	**Peoplesoft Modules - FY 2002/2003**
Detailed Project Description:	The State currently uses PeopleSoft for administration of fiscal and human resource operations. However, to date, leave management and tracking - at the user level, nor a bar code based asset management program have not

	been implemented.
Project Benefits and Values:	A State-wide solution is needed in that the use of PeopleSoft is State-mandated and non-PeopleSoft integratable systems would require redundant databases and keystrokes. Leave monitoring is a daily activity for management who, rather than having direct access to information for their staff, must rely on the Agency personnel office for information each time it is needed. And the implementation of a bar-code based PeopleSoft integratible system for asset tracking would significantly enhance our ability to record and track physical assets and would easily permit the discovery of missing items through techno-audit functionality.
Prioritization of the Project:	Medium

Project Name:	**Maintain Distance Learning Technology - FY 2002/2003**
Detailed Project Description:	The mission of the Capitol Education Center includes using technology to bring government and historical information to students and other "visitors" to the state capitol as well as providing a state-of-the-art technological resource for government officials, government employees, non-profit groups and associations. The CEC maintains access to distance learning technologies (in addition to SOS website) including the Georgia Statewide Academic and Medical System (GSAMS) and satellite technology (with assistance from Georgia Public Broadcasting) to reach a larger, broader audience for civic and consumer education programs, statewide gubernatorial and legislative events, and statewide training efforts. The users of distance learning technology include public officials, students, teachers, government agencies (federal, state, and local), non-profit groups, associations, and the general public. Distance learning is used to educate members of the public on specific legislative matters; students and teachers regarding civic education topics, and government employees regarding new initiatives and other training topics.
Project Benefits and Values:	Distance learning is used for several reasons: 1. Broader audience base a. Thousands of Georgians may be reached by distance learning so that the physical limitations (capacity) of the SOS facilities are overcome. Programs, such as public hearings, may be brought to a wider audience. b. And, some groups, such as school groups or residents from far corners of the state may not be able to travel to the Capitol. With distance learning, civic education and Georgia history programs may be brought to those who are unable to travel to the State Capitol. 2. Cost-effectiveness More people may be trained via distance learning at one time. For example, agencies with employees around the state may conduct single, consistent training seminars using distance learning. 3. State-of-the-art communication tool a. Promotes communication when communication may be difficult. For example, legislators may speak directly to groups of constituents while remaining in Atlanta for legislative business.

	b. Consistent information is distributed from a single source. For example, an agency or group may wish to update rules and regulations with staff. Trained personnel may provide a single workshop so that all employees/customers/constituents receive a clear, consistent explanation at one time. 4. Longevity and review Satellite programs may be taped for later use and review. In addition, satellite programs may be streamed via the internet to allow users access to review material as needed. Distance learning is used throughout the year when CEC staff resources and financial resources of the client are available. Groups use distance learning when it is necessary to reach large numbers of people with consistent information, to bring information to those who may be difficult to reach, or when it is most convenient (or most feasible) to communicate from a distance. During FY'02, distance learning opportunities were used approximately 12 times. For FY '02/'03, staff will maintain access to distance learning. The success of the SOS distance learning initiative depends on the support and cooperation of other GSAMS sites (primarily local schools, colleges, technical schools and universities), DOAS/GTA and Bellsouth's support of GSAMS infrastructure, and Georgia Public Broadcasting (satellite programming and video streaming on the internet). The CEC was created to include distance learning communication and maintains a communication infrastructure. Current staff levels and lack of funding resources make distance learning initiatives difficult to produce. In, addition, SOS needs reliable information about existing GSAMS sites to better market the service.
Prioritization of the Project:	High

Project Name:	**Real time information access for field personnel - FY 2002/2003**
Detailed Project Description:	Resources to purchase and install direct connect radio system for agency use. Designate channels with other agencies so instant communications could be accomplished. A component of this initiative is the creation of a statewide portal so field personnel can connect into the state network remotely.
Project Benefits and Values:	Investigators will be able to be in constant communication with the office from anywhere in the state.
Prioritization of the Project:	Medium

Project Name:	**Systems Automation Imaging Project - FY 2002/2003**
Detailed Project Description:	License 2000 includes an optional imaging and document management module that was not purchased at the time of implementation. The capabilities of this module include scanning and indexing, optical character recognition, annotation, redaction, and the abiltiy to save electronic

	documents, such as a Word document, to the imaging database. Once imaged, the documents are viewable with the actual License 2000 record.
Project Benefits and Values:	This project will improve functionality by providing a web-based source for all documents, thus relieving staff of filing, tracking, and maintaining paper-based documents. It improves workforce performance by allowing for easy access to information because the document can be retrieved instantaneously.
Prioritization of the Project:	High

Project Name:	**E-Commerce for SOS products - Current and Ongoing**
Detailed Project Description:	Provide customers with opportunities to pay for SOS applications, renewals, reports, lists, etc with credit, debit, and check cards, as well as check by phone.
Project Benefits and Values:	Expanded e-Commerce will provide customers even more flexibility to do business with SOS. In addition to customer service benefits, there are administrative economies realized from accepting non-cash or traditional check payments.
Prioritization of the Project:	High

Project Name:	**Archives Document Reformatting - Current and Ongoing**
Detailed Project Description:	This project is designed to establish an ongoing Document Imaging Program for permanent historical records. The project will include the conversion of microfilm images to digital, digital to microfilm and original to digital. The project will establish standards, workflow procedures and guidelines for the preservation and distribution of historical records through digital means, as well as, comply with the Archives' statutory responsibilities as set forth in O.C.G.A. 15-6-62 (SB 50 2001).
Project Benefits and Values:	Provides for the conversion of permanent historical documents dating back to 1732 into a digitized format for distribution and accessibility via the Internet. Provides for the conversion of digitized images into microfilm for acceptable permanent storage.
Prioritization of the Project:	Medium

Include Major Accomplishments achieved in FY 2002.

The Office of Secretary of State accomplished many significant IT projects during FY 2002. Among these include:

- Successful acquisition of $55 million in funding, as well as planning and initial deployment of Statewide Uniform Electronic Voting Equipment that is scheduled for initial use during the November 5th General Election. Georgia is the first state in the country to adopt and deploy a statewide uniform system for voting.

- Completed the rewrite and overhaul of the SOS Web site. Although many months were invested to complete the rewrite, the hard work continues to generate strong returns for the agency and the agency customers. The Georgia Secretary of State website is designed and maintained entirely by the agency's small in-house information technology department. In August of 2001, the Council of State Governments (CSG) named the Georgia Secretary of State website (www.georgiasecretaryofstate.org) the best in the nation in the executive branch category.

  The Secretary of State site provides easier navigation and more intuitive features while accommodating the needs of users with slower connection speeds. The site is also compliant with standards for the visually impaired. In addition to extensive information about the operations and services of the agency's five operating divisions, the Secretary of State site offers visitors an array of online transactions, including corporate name registrations and renewals, professional license renewals and campaign contribution disclosure filings. Users can also identify their neighborhood polling place and local elected officials, complete a fillable voter registration form, research registered charities, view campaign contribution reports, retrieve archival historical information and make a reservation to tour the Capitol building, among scores of other features.

- Successfully implemented License 2000 for the Professional Licensing Boards. During the accelerated 7 month implementation schedule, over 200 license types and sub-types from 38 licensing boards were converted from a mainframe system to client server application. Practically all data conversion was performed by in-house staff. All business rules for each license type were set up in the new system. Tasks, such as printing licenses, which were previously sent to either GTA or subcontractors, are now completed exclusively on-site in Macon.

- Successfully implemented "MyLicense" and "MyVerification" for the Professional Licensing Boards using dot net technology. MyLicense enables licensees to renew their licenses online via credit card. MyVerification is an online web verification application that allows the accrediting bodies as well as the general public to verify licensure status of licensees 24x7x365.

- Successful migration of all agency desktop and laptop operating systems to Windows 2000 to create a uniform platform across divisions, which are dispersed in several regions of the state.

- Developed a database application that the Democratic and Republican Parties used during qualification of candidates to ensure uniform data entry and timely posting to the SOS web site. The application enabled the parties to print all necessary forms and provided for accounting of the checks received. The application drew praise from both parties.

- Launched a virtual tour of the State Capitol on our web site. The online tour provides accessibility and virtual insight to "the People's House." The online presence promotes distance learning and civic education by allowing the general public an opportunity to gain historical and direct perspective that might not otherwise be available.

- Successfully implemented Microsoft's App Center for agency web servers which allows administrators to: load balance during peak times, provide hot backups in the event of server problems, and perform routine day to day maintenance without affecting the agencies online presence.

- Successfully implemented an e-filing application for Campaign Contribution Disclosure Reports. SOS staff developed the web lookup and search capabilities for the electronic records. SOS staff also developed an Access Program for candidates to download for free that will enable them to capture their contributions and expenditures. Once these records are captured, the candidates can save the file as text and transmit it to the SOS e-filing site.

SECTION TWO: EXPENDITURES BY APPLICATION

Agency: Secretary of State

Description	Consultant FTE's	Position FTE's	FY 2002 Expenditures
Applications:			
Systems Automation (Professional Licensing Boards)	0.05		0.05
All remaining agency applications supporting services to the citizens of Georgia			1,461,763
GTA - SOS - Administration			54,164
GTA - SOS - Corporations			346,587
GTA - SOS - Elections - Voter Registration			1,654,159
GTA - SOS - Elections - Elections Information System			287,524
GTA - SOS - Professional Licensing Boards			521,440
Archives - Various			11,222
Securities - Registration/Enforcement Database			48,000
Infrastructure:			
TOTAL EXPENDITURES	**0.05**	**0**	**4,384,858**
Federal and Other Funds			
State Funds	**0.05**	**0**	**4,384,858**
TOTAL FUNDS	**0.05**	**0**	**4,384,858**

SECTION ONE: EXPENDITURES BY SUBCLASS

Agency: Office of Secretary of State

Account/ Subclass	Description	Total Expenditures
APPROPRIATED COMMON LINE ITEM EXPENDITURES:		
	Salaries and Hourly Subtotal	
510000	Regular Salaries	**N/A**
511000	Overtime	
512000	Permanent Hourly Labor	
513000	Temporary/Casual Labor	
	Fringe Benefits Allocation	
514000	Fica	
515000	Retirement	
516000	Health Insurance	
517000	Personal Liability Insurance	
518000	Unemployment Insurance	
519000	Worker's Compensation	
300	**Personal Services**	-
612000	Motor Vehicle Expense	
613000	Printing & Publications	
614000	Supplies & Materials	4,335
615000	Repairs & Maintenance	3,925
616000	Equipment Under $1,000	363,008
617000	Water & Sewer	
618000	Energy	
619000	Rents - Other than Real Estate	
620000	Insurance & Bonding	
622000	Freight	
625000	Discounts Lost	
626000	Procurement Card	
627000	Other Operating Expense	
663000	Software	177,949
301	Regular Operating Expense	549,217
302	Travel	
713000	Capital Lease/I P Prin	
722000	Motor Vehicle Purchases	
303	Motor Vehicle Purchases	-
619000	Rents - Other than Real Estate	
713000	Capital Lease/I P Prin	
720000	Equipment Over $1,000	
721000	Computer Equipment (+ $1,000)	
304	Equipment	-
619000	Computer Rents o/Real Estate	
651000	Computer Per Diem and Fees	33,650
653000	Computer Contracts	
661000	GTA Computer Billings	2,380,146
663000	Computer Software	7,404

721000	Computer Equipment	81,930
662000	Computer Other	273,903
305	Computer Charges	2,777,034
306	Real Estate Rentals	
671001	Data Frame Relay - GTA Billings	1,219
671002	Data Wire/Cable - GTA Billings	20,469
671003	Data Net - GTA Billings	247,397
671050	Data - Other	10,896
671000	Data Telecommunications Subtotal	279,980
672001	Other Telecomm - Local Service - GTA Billing	316,155
672002	Other Telecomm - Network - GTA Billing	342,866
672003	Other Telecomm - Long Distance - GTA Billing	67,250
672004	Other Telecomm - Voice Mail - GTA Billing	10
672005	Other Telecomm - Pagers - GTA Billing	18,137
672006	Other Telecomm - Radio - GTA Billing	4,296
672019	Other Telecomm - Cellular	5,187
672020	Other Telecomm	24,127
672050	Other Telcomm - GTA Svcs for Resale - Local	
672051	Other Tele-GTA Svcs Resale - Long Distance	
672052	Other Telecomm - Services for Resale - Paging	
672000	Other Telecommunications Subtotal	778,027
307	Telecommunications Total	
651000	Per Diem & Fees	
652000	Per Diem & Fees - Expenses	600
308	Per Diem & Fees	600
653000	Contracts	
312	Contracts	-
SPECIAL LINE ITEM EXPENDITURES:		
TOTAL EXPENDITURES		**4,384,858**
Full Time Equivalent Positions		
Full Time Equivalent Consultants		0.05

Technology Assets	Inventory
Mainframe:	The Office of Secretary of State does not currently own any mainframe hardware. This office uses 5 mainframe applications to support Corporations and Elections. The price for programming, CPU usage, and processing is provided to the SOS in our monthly GTA computer charges bill.
Workstations:	408 Workstations and Laptops
Servers:	30 Servers running Microsoft Windows NT Server 5.0 or Microsoft Windows NT Advanced Server 5.0
Other:	
Printers	32 Network Printers and 175 desktop Printers
Scanners	5 High-speed Fujitsu Scanners and 1 Scantron Scanner

Dollar Value of Asset Inventory:

Dollar Value of Current Inventory	Quantity	Est. Value	Total
Workstations (Desktops and Laptops)			
3 - 4 year old	102	$ 450.00	$ 45,900.00
2 - 3 years old	102	$ 700.00	$ 71,400.00
1 - 2 years old	102	$ 950.00	$ 96,900.00
less than 1 year old	102	$ 1,200.00	$ 122,400.00
Servers	30	$ 5,500.00	$ 165,000.00
Printers			
Network	32	$ 1,000.00	$ 32,000.00
Desktop	175	$ 700.00	$ 122,500.00
Scanners			
Highspeed	5	$ 18,000.00	$ 90,000.00
Scanton	1	$ 6,205.00	$ 6,205.00
Total			$ 752,305.00

General Age and Condition of Equipment:

The Office of Secretary of State currently is on a four year replacement cycle for workstation computers. Therefore, one-fourth of the PC equipment is less than 4 years old, one-fourth of the PC equipment is less than 3 years old, one-fourth of the PC equipment is less than 2 years old, and the final fourth of PC equipment is less than 1 year old. We have requested the appropriate amount of funding in our FY 03 budget submission to replace one-fourth of the PC equipment.

All network and desktop printers in the agency are HP laser jets. The age of these vary from 5 years to less than a year, with a vast majority of these being less than 2 years old. This equipment is replaced as necessary.

The servers vary in age, ranging from 5 years old to less than a year old. The SOS server farm continues to grow as business critical applications are shifted from the mainframe to a client server environment.

(Attach the following schedule from the FY 2004 Budget Submission)

ZERO-BASE BUDGET REQUEST
SUB-SCHEDULE OF COMPUTER APPLICATIONS
FISCAL YEAR 2004

Department: Office of the Secretary of State - Unit A
Division: Administration

Application Contract Name	Description of Functions Provided by Application	FY 2001 Volume	FY 2002 Volume
GTA Contract	Administrative Procedures, Docketing System - This portion of the Corporations Registration system is utilized by our APA group to docket checks received for certified copies of APA rules and regulations and sales of Georgia Laws. Administrative Services - Catch all costs for system applications, accounts, connectivity accounts, etc.		
Total Computer Applications		0	0

Department: Office of the Secretary of State - Unit A
Division: Archives

Application Contract Name	Description of Functions Provided by Application	FY 2001 Volume	FY 2002 Volume
SOLINET (Southeastern Library Network, Inc.)	Bibliographic utility providing access to OCLC, an international database of bibliographic records. Solinet provides service, support and training to libraries in the Southeast. Libraries, including the Archives, can export OCLC bibliographic records for books and multimedia into their own databases, edit the records for their institution, and provide access through their online catalogs, thus sharing cataloging resources. Solinet charges by number of searches, number of bibliographic records exported, number of original cataloging records added, and for online access to the database. Archives staff searches average 45 per month, an average of 14 records per month are exported into our online catalog, and we add an average of 3 records per month to OCLC. Costs average $23 per month. Solinet sells documentation and a desktop application (CatME) for individual workstations to access OCLC over the Internet and edit bibliographic records	n/a	n/a
GIL (Galileo Integrated Libraries)	Library Information Management System developed by Endeavor. Georgia Division of Archives and History is a member of consortium with University System of Georgia libraries. GIL consists of the Archives' online catalog, which includes catalog records for books and some state agency records. The GIL database is accessible through the Archives' web site and allows remote searching of our holdings. The database with the catalog records resides on a server at the University of Georgia with the	n/a	n/a

	catalogs of 13 other institutions. University of Georgia systems staff provides server maintenance and technical assistance. They also maintain the web-enabled online catalog. The staff client software is downloaded from the University of Georgia server site to individual CPUs. The Archives plans to add extensively to the online catalog after the move to the new facility is completed. Our license is for 10 copies of the staff client software. Cost for FY 2002 was $8,629.30. Endeavor issues software releases approximately once a year. This is a rapidly expanding product which adds significant functionality with each release.		
SQL Server 7/2000	Relational database management system which stores data for TRIM application. Also stores data for finding aids and electronic versions of paper records used by staff and patrons. Archives plans to implement MS Project Central, which uses SQL to store data. Plan 1 terabyte of storage for future use	n/a	n/a
TRIM Captura	Records management application developed by Tower Software. Georgia Division of Archives and History's application includes two databases, Records Center TRIM, launched in May 2000 and TRIM Inventory, launched in June 2000. Current license is for of 30 seats. Records Center TRIM identifies state agency records stored in the State Records Center by container and tracks physical location, ownership, retention, and disposition. Initial software purchase for Records Center TRIM and was made in conjunction with the Dept. of Community Affairs in a joint project to manage DCA's paper records. DCA has its own TRIM database to manage DCA records before transferring them to the State Records Center. DCA records management officer has access to Records Center TRIM to request their records from the Records Center. Records Center database currently consists of 116, 526 records. Staff continue to add records, goal is to input all 180,000 containers (estimate) stored in the Records Center. TRIM Inventory identifies state and historical records owned by the Georgia Division of Archives and History by container and tracks their physical location. Database currently consists of 105,042 records. Database will be used to track records during the move to the new Archives facility in Morrow. There are plans use TRIM to track electronic records transferred to the State Archives. Number of seats in license may need to be increased to 40 as use of TRIM among Archives staff increases. Cost for FY 2003 was $4030.65. Initial software purchase with the Dept. of Community Affairs was at a substantial savings.	n/a	221,568
Total Computer Applications		0	221,568

Department: Office of the Secretary of State - Unit A
Division: Corporations

Application Contract Name	Description of Functions Provided by Application	FY 2001 Volume	FY 2002 Volume
478-10	Business Registration System Volume is the number of registered business entities maintained by the system.		563,000
Total Computer Applications		0	563,000

Department: Office of the Secretary of State - Unit A
Division: Elections

Application Contract Name	Description of Functions Provided by Application	FY 2001 Volume	FY 2002 Volume
Information System	GTA administered system - Elections Information System-provides information such as number of elections, number state campaign disclosure reports filed, State financial disclosure, number of campaign committee registrations filed, number of candidate declarations of intent filed, number of non candidate committees filed, number of county officers information filed, number of county/municipal committees filed, number of voter registration applications submitted, number of commissions issued, number of certifications of enrolled acts, number of certifications issued and of identification cards issued	38,508	27,530
Voter Registration System	GTA Administered system - National Voter Registration System - Mainframe system - the number of voter registrations - CPU changes, file maintenance, and storage costs. The system is also used by county voter registration officials. The system requires a lot development costs yearly and there are productions costs for reports and tapes required by county registration offices, candidates for office and press. Volume is the number of records maintained by the system @ 1 record for registered active and inactive voter	3,640,021	4,664,895
Total Computer Applications		3,678,529	4,692,425

Department: Office of the Secretary of State - Unit A
Division: Professional Licensing Boards

Application Contract Name	Description of Functions Provided by Application	FY 2001 Volume	FY 2002 Volume
GTA Contract Systems Automation	**Provide all system functionality used in the administration of the states 38 licensing boards**	700,000	720,000
License 2000	Provides all back office support for licensing including, application tracking, exam/testing, complaint management, education compliance		
My-License 2000	Provides World Wide Web based look up, verification, and renewal for licensees and citizens		
	VOLUME DATA IS THE NUMBER OF ACTIVE AND INACTIVE LICENSEES MAINTAINED ON THE SYSTEM		
Total Computer Applications		700,000	720,000

Appendix A – Expenditure Detail for Applications

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Information Technology Expenditures

FY 2002

TOTAL EDP

Agency: Office of Secretary of State

Account/ Subclass	Description	Total Expenditures
APPROPRIATED COMMON LINE ITEM EXPENDITURES:		
	Salaries and Hourly Subtotal **FTE**	
510000	Regular Salaries	**N/A**
511000	Overtime	
512000	Permanent Hourly Labor	
513000	Temporary/Casual Labor	
	Fringe Benefits Allocation	
514000	Fica	
515000	Retirement	
516000	Health Insurance	
517000	Personal Liability Insurance	
518000	Unemployment Insurance	
519000	Worker's Compensation	
300	**Personal Services**	-
612000	Motor Vehicle Expense	
613000	Printing & Publications	
614000	Supplies & Materials	4,335
615000	Repairs & Maintenance	3,925
616000	Equipment Under $1,000	363,008
617000	Water & Sewer	
618000	Energy	
619000	Rents - Other than Real Estate	
620000	Insurance & Bonding	
622000	Freight	
625000	Discounts Lost	
626000	Procurement Card	
627000	Other Operating Expense	
663000	Software	177,949
301	Regular Operating Expense	549,217
302	Travel	
713000	Capital Lease/I P Prin	
722000	Motor Vehicle Purchases	
303	Motor Vehicle Purchases	-
619000	Rents - Other than Real Estate	
713000	Capital Lease/I P Prin	
720000	Equipment Over $1,000	
721000	Computer Equipment (+ $1,000)	
304	Equipment	-
619000	Computer Rents o/Real Estate	
651000	Computer Per Diem and Fees	33,650
653000	Computer Contracts	

661000	GTA Computer Billings	2,380,146
663000	Computer Software	7,404
721000	Computer Equipment	81,930
662000	Computer Other	273,903
305	Computer Charges	2,777,034
306	Real Estate Rentals	
671001	Data Frame Relay - GTA Billings	1,219
671002	Data Wire/Cable - GTA Billings	20,469
671003	Data Net - GTA Billings	247,397
671050	Data - Other	10,896
671000	Data Telecommunications Subtotal	279,980
672001	Other Telecomm - Local Service - GTA Billing	316,155
672002	Other Telecomm - Network - GTA Billing	342,866
672003	Other Telecomm - Long Distance - GTA Billing	67,250
672004	Other Telecomm - Voice Mail - GTA Billing	10
672005	Other Telecomm - Pagers - GTA Billing	18,137
672006	Other Telecomm - Radio - GTA Billing	4,296
672019	Other Telecomm - Cellular	5,187
672020	Other Telecomm	24,127
672050	Other Telcomm - GTA Svcs for Resale - Local	
672051	Other Tele-GTA Svcs Resale - Long Distance	
672052	Other Telecomm - Services for Resale - Paging	
672000	Other Telcommunications Subtotal	778,027
307	Telecommunications Total	
651000	Per Diem & Fees	
652000	Per Diem & Fees - Expenses	600
308	Per Diem & Fees	600
653000	Contracts	
312	Contracts	-
SPECIAL LINE ITEM EXPENDITURES:		
TOTAL EXPENDITURES		**4,384,858**
Full Time Equivalent Positions		-
Full Time Equivalent Consultants		0.5

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Information Technology Expenditures

FY 2002

Appendix B - Expenditure Detail for Infrastructure

Agency: Office of Secretary of State Unit - A

Infrastructure: All Agency EDP support that is not direct GTA system billable. This includes electronic mail, web based services/applications, etc.

Account/ Subclass	Description	Dedicated Expenditures	Allocated Expenditures	Total Expenditures
APPROPRIATED COMMON LINE ITEM EXPENDITURES:				
	Salaries and Hourly Subtotal	-		-
510000	Regular Salaries	**N/A**		**N/A**
511000	Overtime	-		-
512000	Permanent Hourly Labor	-		-
513000	Temporary/Casual Labor	-		-
	Fringe Benefits Allocation	-		-
514000	Fica	-		-
515000	Retirement	-		-
516000	Health Insurance	-		-
517000	Personal Liability Insurance	-		-
518000	Unemployment Insurance	-		-
519000	Worker's Compensation	-		-
300	**Personal Services**	-	-	-
612000	Motor Vehicle Expense	-		-
613000	Printing & Publications	-		-
614000	Supplies & Materials	**4,335**		4,335
615000	Repairs & Maintenance	**107**		107
616000	Equipment Under $1,000	**363,008**		363,008
617000	Water & Sewer	-		-

618000	Energy	-		-
619000	Rents - Other than Real Estate	-		-
620000	Insurance & Bonding	-		-
622000	Freight	-		-
625000	Discounts Lost	-		-
626000	Procurement Card	-		-
627000	Other Operating Expense	-		-
663000	Software	**177,949**		177,949
301	Regular Operating Expense	545,399	-	545,399
302	Travel			
713000	Capital Lease/I P Prin	-		-
722000	Motor Vehicle Purchases	-		-
303	Motor Vehicle Purchases	-	-	-
619000	Rents - Other than Real Estate	-		-
713000	Capital Lease/I P Prin	-		-
720000	Equipment Over $1,000	-		-
721000	Computer Equipment (+ $1,000)	-		-
304	Equipment	-	-	-
619000	Computer Rents o/Real Estate	-		-
651000	Computer Per Diem and Fees	**33,650**		33,650
653000	Computer Contracts	-		-
661000	GTA Computer Billings	**602**		602
663000	Computer Software	**0**		0
721000	Computer Equipment	**81,930**		81,930
662000	Computer Other	**2,279**		2,279
305	Computer Charges	118,462	-	118,462
306	Real Estate Rentals			
671001	Data Frame Relay - GTA Billings	**1,219**		1,219
671002	Data Wire/Cable - GTA Billings	**20,469**		20,469
671003	Data Net - GTA Billings	**10,959**		10,959
671050	Data - Other	**10,897**		

				10,897
671000	Data Telecommunications Subtotal	43,544	-	43,544
672001	Other Telecomm - Local Service - GTA Billing	**316,155**		316,155
672002	Other Telecomm - Network - GTA Billing	**322,397**		322,397
672003	Other Telecomm - Long Distance - GTA Billing	**63,450**		63,450
672004	Other Telecomm - Voice Mail - GTA Billing	**10**		10
672005	Other Telecomm - Pagers - GTA Billing	**18,137**		18,137
672006	Other Telecomm - Radio - GTA Billing	**4,296**		4,296
672019	Other Telecomm - Cellular	**5,187**		5,187
672020	Other Telecomm	**24,127**		24,127
672050	Other Telcomm - GTA Svcs for Resale - Local	**-**		-
672051	Other Tele-GTA Svcs Resale - Long Distance	**-**		-
672052	Other Telecomm - Services for Resale - Paging	**-**		-
672000	Other Telecommunications Subtotal	753,758	-	753,758
307	Telecommunications Total			
651000	Per Diem & Fees			-
652000	Per Diem & Fees - Expenses	**600**		600
308	Per Diem & Fees	600	-	600
653000	Contracts			-
312	Contracts	-	-	-
SPECIAL LINE ITEM EXPENDITURES:				-
				-
				-
TOTAL EXPENDITURES		**1,461,763**	**-**	**1,461,763**
Full Time Equivalent Positions				-
Full Time Equivalent Consultants				0.05

Georgia Soil and Water Conservation Commission

Annual Report of
Information Technology Expenditures
For Period July 1, 2001 – June 30, 2002

Agency Vision Statement

The Soil and Water Conservation Commission will become a national leader in soil and water conservation and be responsible for enhanced land and water resources for future generations of Georgians through the use of technology, dynamic partnerships and alliances, and educated landowners / users.

Agency Mission Statement

The Georgia Soil and Water Conservation Commission provides soil and water resource information; education; technical, financial and planning assistance; and program oversight to locally led soil and water conservation districts; landowners / users, and local, state, and federal governments to maintain, conserve and wisely use the soil and water resources for all Georgians.

Agency Strategic Goals

1. Become the soil and water conservation program management leader by developing and distributing soil and water conservation information, education, land and water data sets, and water resources assessments through programs and multi-media approaches.

2. Dynamic land use, soil and water resources partnerships and alliances are created and maintained.

3. The quality of land resources are enhanced by providing a cleaner environment,
   and by protecting unique resources areas.

4. The quality and quantity of water resources are enhanced through water conservation and water quality measures.

5. Information technology transfer giving more Georgians access to soil and water
   conservation information, education, and measures are improved.

6. An improved workforce capable of providing information transfer to all Georgians along with working with other agencies, groups and individuals on Soil and water conservation planning methodologies and tools is developed.

Agency FUTURE IT Projects

Project Name: Network

Detailed Project Description: Establish an electronic network linking all Commission offices (six regional offices, environmental planning center office, two local erosion & sediment control offices, one irrigation management office, and the Athens State Office). Also establish network links with selected cooperative State and Federal agencies to share soil and water resource information data (i.e. Natural Resources Conservation Service, United States Fish and Wildlife, United State Geological Survey, Farm Services Agency, Environmental Protection Agency, Georgia Department of Natural Resources – Environmental Protection Division and Wildlife Resources Division, Office of Planning and Budget, and Georgia Technology Authority). Establish an internal information sharing system inside the agency network for agency program managers and administrators. Linkage will allow all of the Conservation Commission's forty-one (41) employees to share soil and water resource information, employee development information and provide real time information to the agency's management team. Training of all employees will be necessary to insure that the networks work at optimum efficiency.

Project Benefits and Values: The Network will allow agency personnel exchange information internally and access to a complete comprehensive and up-to-date set of internal information and educational materials and databases along with limited access similar data from cooperating agencies and organizations. The values are significant time savings in searching for and obtaining information plus have available up-to-date and more reliable information and data.

Prioritization of the Project (High, Medium or Low): High

Rational for the Prioritization of the Project: Would allow the agency to have real time information at their fingertips.

Project Name: Upgrade Web Site

Detailed Project Description: Upgrade the existing web site to be more interactive with increased information exchange capabilities (download to other web sites). Increased information to include soil and water conservation planning tools, land and water resource information, agricultural certification information, watershed dams information, job postings, and training opportunities (Erosion & Sediment Control and other water quality courses). Training needed to keep website up-to-date and operational.

Project Benefits and Values: Make more comprehensive information available to more public and reduce dollars expended on printing and distributing Erosion and Sediment Control Manuals and training schedules.

Prioritization of the Project (High, Medium or Low): High

Rational for the Prioritization of the Project: All information on the web site should be kept up-to-date and available to all Georgians.

Project Name: Databases

Detailed Project Description: A set of comprehensive databases initially represented by a watershed dams database, a land and water database, a soil and water conservation needs database, training management database, and a landowner / user demographic database.

Project Benefits and Values: Once the databases are built, the information included will reduce time spend searching for information and often having to create a portion of the data in a short time frame. The Statewide and local nature of the data presents many opportunities for users at many levels to utilize its potential.

Prioritization of the Project (High, Medium or Low): High

Rational for the Prioritization of the Project: All employees of the Georgia Soil and Water Conservation Commission need to have an agency database so that the information can be used by the state headquarters and regional offices without each office having to set-up their own database.

Major Accomplishments achieved in FY 2002.

The Hooks-Hanner Environmental Resource Center was opened in Fiscal Year 2002 with a state of the art wireless network system.

SECTION 1 FY 2002 Annual Report of IT Expenditures

SECTION ONE:	**EXPENDITURES BY SUBCLASS**	
Agency:	**Georgia Soil and Water Conservation Commission**	

Account/ Subclass	Description	Total Expenditures
APPROPRIATED	**COMMON LINE ITEM EXPENDITURES:**	
	Salaries and Hourly Subtotal	
510000	Regular Salaries	
511000	Overtime	
512000	Permanent Hourly Labor	
513000	Temporary/Casual Labor	
	Fringe Benefits Allocation	
514000	FICA	
515000	Retirement	
516000	Health Insurance	
517000	Personal Liability Insurance	
518000	Unemployment Insurance	
519000	Worker's Compensation	
300	**Personal Services**	
612000	Motor Vehicle Expense	32
613000	Printing & Publications	
614000	Supplies & Materials	15,609
615000	Repairs & Maintenance	5,197
616000	Equipment Under $1,000	5,127
617000	Water & Sewer	
618000	Energy	
619000	Rents - Other than Real Estate	
620000	Insurance & Bonding	
622000	Freight	
625000	Discounts Lost	
626000	Procurement Card	
627000	Other Operating Expense	1,820
663000	Software	
301	**Regular Operating Expense**	**27,785**
302	**Travel**	**884**
713000	Capital Lease/I P Principal	
722000	Motor Vehicle Purchases	
303	**Motor Vehicle Purchases**	
619000	Rents - Other than Real Estate	
713000	Capital Lease/I P Principal	
720000	Equipment Over $1,000	
721000	Computer Equipment Over $1,000	
304	**Equipment**	

Account/ Subclass	Description	Total Expenditures
619000	Computer Rents o/Real Estate	
651000	Computer Per Diem and Fees	
653000	Computer Contracts	
661000	GTA Computer Billings	75
663000	Computer Software	3,779
721000	Computer Equipment	18,064
662000	Computer Other	
305	**Computer Charges**	**21,918**
306	**Real Estate Rentals**	
671001	Data Frame Relay - GTA Billings	2,259
671002	Data Wire/Cable - GTA Billings	2,481
671003	Data Net - GTA Billings	
671050	Data – Other	7,796
671000	Data Telecommunications Subtotal	**12,536**
672001	Other Telecomm - Local Service - GTA Billing	22,408
672002	Other Telecomm - Network - GTA Billing	6,699
672003	Other Telecomm - Long Distance - GTA Billing	605
672004	Other Telecomm - Voice Mail - GTA Billing	372
672005	Other Telecomm - Pagers - GTA Billing	532
672006	Other Telecomm - Radio - GTA Billing	
672019	Other Telecomm – Cellular	2,953
672020	Other Telecomm	1,213
672050	Other Telecomm - GTA Svcs for Resale – Local	
672051	Other Tele-GTA Svcs Resale - Long Distance	
672052	Other Telecomm - Services for Resale – Paging	
672000	Other Telecommunications Subtotal	34,782
307	**Telecommunications Total**	**47,318**
651000	Per Diem & Fees	
652000	Per Diem & Fees - Expenses	
308	**Per Diem & Fees**	
653000	Contracts	25,000
312	**Contracts**	**25,000**
SPECIAL	**LINE ITEM EXPENDITURES:**	
TOTAL	**EXPENDITURES**	**122,905**
FTE Positions		0
FTE Consultants		0

SECTION TWO: EXPENDITURES BY APPLICATION

Agency: Georgia Soil and Water Conservation Commission

Description	Consultant FTE's	Position FTE's	FY 2002 Expenditures
Applications:			
Not applicable			
Infrastructure:			
TOTAL EXPENDITURES	**0**	**0**	**$122,905.00**
Federal and Other Funds			**$2,698**
State Funds			**$120,207.00**
TOTAL FUNDS	**0**	**0**	**$122,905.00**

Mainframe: 0

Workstations: 41

Servers: 1

Other:

Dollar Value of Asset Inventory: $25,061.79

General Age and Condition of Equipment: The majority of the hardware is between 2 and 10 years old; one-third of the equipment needs to be replaced. Most software on the computers needs to be updated to the current version of Microsoft (Windows 2000 and Office 2000).

INFORMATION TECHNOLOGY

SCHEDULE OF COMPUTER APPLICATIONS

Department/Budget Unit: Georgia Soil and Water Conservation Commission

Application/Contract Name	Description of Functions Provided by Application	Annual Volume		
		Description	FY 2001 Actuals	FY 2002 Actuals
Not Applicable	*Not Applicable*			

GEORGIA STUDENT FINANCE COMMISSION

Annual Report of
Information Technology Expenditures
For Period July 1, 2001 – June 30, 2002

Agency Vision Statement: Our vision is to be the premier provider of financial aid programs and services for Georgia students so that access to educational opportunities beyond high school is available for all.

Agency Mission Statement: The mission of the Georgia Student Finance Commission is to promote and increase access to education beyond high school for Georgians, by delivering student financial aid information, services and funding in a way that is fiscally responsible and understandable.

Agency Strategic Goals: ***See following applicable pages.***

Section 8. Strategic Goals

GOAL	Strategic Goal	Desired Long-term Outcomes
1	Make every Georgia student and family aware of educational opportunities and financial assistance programs.	• Increase number of students served by financial aid in Georgia. • Expand financial aid outreach counseling • Expand key partnerships. • Develop and implement ongoing marketing campaign. • Leverage technology to promote awareness.
2	Promote responsible student borrowing in order to decrease number of defaulted loans.	• Improve borrower education for parents, students, and financial aid directors. • Identify vehicles to deliver information regarding "responsible borrowing". • Ensure timely delivery of "responsible borrowing" messages throughout the post-secondary educational process.
3	Leverage advances in technology to ensure GSFC continues to serve its customers in the most efficient way.	• Have the ability to demonstrate that the technological infrastructure is secure from both and external and internal threats. • Enhance data communications between GSFC and its business partners, clients, students and remote employees in a manner that protects privacy and guarantee confidentiality. • Expand e-business applications such as eHope, eSignatures, etc. • Leverage technology to improve customer service.
4	Increase student loan market share in order to sustain agency's ability to fulfill its mission and ensure financial viability.	• Employ CRM technology to enhance customer service. • Improve communication both internally and externally. • Utilize market research methodology in order to predict market trends and emerging needs. • Improve customer service and training. • Improve internal staff and schools' training. • Leverage technology to promote products and services. • Explore possibility (research and develop) of implementing alternative and competitive loan programs and products.
5	Improve long term planning and decision making	• Improve ongoing working relationship through effective internal communications and promotion of teamwork. • Ensure information is available for ongoing performance measurement against strategic plan. • Leverage technology to provide better decision-making. • Prepare and disseminate accurate and timely financial reports.
6		
7		
8		
9		

Georgia Student Finance Commission
September 2002
Future Agency IT Security Projects

Project name:	Operating System File Level Integrity
Security problem addressed:	Inability to confirm that internal critical system files have not been modified by external agents in a manner that would facilitate malicious activity within GSFC's infrastructure. Note: GTA has reviewed this project's security focus and has advised GSFC that they see this as a "fairly high priority project requiring immediate action."
Internal or external problem:	Internal and external.
Detailed project description:	Identify and acquire a vendor solution that will enable enterprise wide monitoring of all operating system platforms (at the individual file level via unique hash values) that are likely to be the target of an internal or external compromise attempts.
Project benefits and value:	Having an established baseline of hash values for all mission critical files on each computer system within the enterprise elevates the potential success of quickly identifying the impact of a security compromise by factors. This project will require that an RFP be released requesting a vendor based solution capable of cataloging all mission critical files in a manner that permits a before-and-after review of hash values such that compromised files anywhere within the enterprise can be immediately identified and restored to a previous know (good) state.
Project Priority:	High
Priority Rationalization:	This project mitigates a critical security weakness at GSFC.
Alternative solutions explored:	Creating our own custom application to accomplish this goal. Due to the sophisticated programming experience required to create a custom solution, several project support staff would have to be recruited to supplement existing programming and network staff, as a result this alternative was not considered viable.
Purchase and installation cost:	Can only be determined with an RFP. Ballpark expectations are that the winning response to this RFP would come in under $100,000, possibly around $70,000.
Maintenance / licensing costs:	Are expected to be between 15% and 20% of the cost of the software (annually).
Training / educational costs:	Are unknown and would be a function of the RFP awarded. In most cases, training required is limited to less than one week at a cost that averages between $500 to $1,000 a day (for Atlanta based training).
Project name:	Remote Security Management
Security problem addressed:	Inability to respond to critical security related events in a window of time (less than 30 minutes) that would allow the event to be mitigated before the perpetrators have the opportunity to damage GSFC's infrastructure or expose non-public personal information to public view. Note: GTA has

	reviewed this project's security focus and has advised GSFC that they see this as a "fairly high priority project requiring immediate action."
Internal or external problem:	Internal and external.
Detailed project description:	Identify and acquire a vendor solution that will provide GSFC Security and IT staff the ability to control all aspects of its information technology enterprise management responsibilities remotely.
Project benefits and value:	Timely response to problem resolution for organizations that provide 24x7 operations is critical if the needs of constituents are to be fulfilled within expectations, especially when system outages may be the work of individuals with malicious intent. GSFC is an agency that does not have certified security, network or PC support engineers on staff 24x7. As a result, system outages or individual platform problems that occur can only be resolved by having a security specialist, PC support engineer or network engineer drive into the office to identify the source of the problem and effect countermeasures or repairs. In a vast majority of cases, repairs required are "soft" fixes that can be accomplished quickly, if the engineer is already on-site. Likewise, security alerts can typically be handled with configuration changes to defensive mechanisms. But after-hours this is seldom the case. Allowing security and IT support staff to have remote access to all mission critical servers will guarantee that any form of system downtime will no longer be a function of travel time to the office. This project will require that an RFP be released requesting a vendor based solution capable of providing this functionality. It is anticipated that a multi-port KVM (Keyboard, Video & Mouse) switch with secure remote access over TCP/IP will be the optimum solution for this project.
Project Priority:	High
Priority Rationalization:	This project mitigates a critical security weakness at GSFC.
Alternative solutions explored:	Creating our own custom application to accomplish this goal. Due to the sophisticated programming experience required to create a custom solution, several project support staff would have to be recruited to supplement existing programming and network staff, as a result this alternative was not considered viable.
Purchase and installation cost:	Can only be determined with an RFP. Ballpark expectations are that the winning response to this RFP would come in under $100,000, possibly around $20,000.
Maintenance / licensing costs:	Are expected to be between 15% and 20% of the cost of the software (annually).
Training / educational costs:	Are unknown and would be a function of the RFP awarded. In most cases, training required is limited to less than one week at a cost that averages between $500 to $1,000 a day (for Atlanta based training).
Project name:	Intrusion Detection & Prevention
Security problem addressed:	Inability of current intrusion detection solution to mitigate threats that are not discoverable via packet signature analysis. Note: GTA has reviewed this project's security focus and has advised GSFC that they see this as a "fairly high priority project requiring immediate action."

Internal or external problem:	Internal and external.
Detailed project description:	Identify and acquire a vendor solution that uses behavioral (as opposed to signature) based intrusion detection techniques to identify, isolate and mitigate network based activity that has the potential to be malicious.
Project benefits and value:	Currently GSFC's network intrusion detection system (IDS) is entirely based on signature patterns to recognize external Internet activity that may represent threats to our technological infrastructure. While this approach has been successful in the past, recent improvements in the tools used by the hacker community have degraded the effectiveness of the IDS signature based solution to a point where supplemental improvements are required. Unfortunately, GSFC's current IDS vendor does not offer an upgrade capable of supporting this behavioral methodology, described within the security industry as an "Intrusion Detection & Prevention (IDP)" solution. This project will require that an RFP be released to identify a vendor capable of providing this functionality.
Project Priority:	High
Priority Rationalization:	This project mitigates a critical security weakness at GSFC.
Alternative solutions explored:	Creating our own custom application to accomplish this goal. Due to the sophisticated programming experience required to create a custom solution, several project support staff would have to be recruited to supplement existing programming and network staff, as a result this alternative was not considered viable.
Purchase and installation cost:	Can only be determined with an RFP. Ballpark expectations are that the winning response to this RFP would come in under $100,000, possibly around $50,000.
Maintenance / licensing costs:	Are expected to be between 15% and 20% of the cost of the software (annually).
Training / educational costs:	Are unknown and would be a function of the RFP awarded. In most cases, training required is limited to less than one week at a cost that averages between $500 to $1,000 a day (for Atlanta based training).
Project name:	Instant Messenger Monitoring and Management
Security problem addressed:	Compliance with Federal regulations concerning the privacy of non-public personal information. Inability to monitor and control employee activity with respect to their use of Internet browser functionality as it applies to the transmission of non-public personal information via browser based communications techniques. Note: GTA has reviewed this project's security focus and has advised GSFC that they see this as a "fairly high priority project requiring immediate action."
Internal or external problem:	Internal
Detailed project description:	Identify and acquire a vendor solution that will enable GSFC to monitor and control Web based employee instant messaging traffic provided by commercial companies such as AOL IM & ICQ, Yahoo, and Microsoft Net. Presently GSFC does not have the ability to monitor this specialized outbound traffic for the presence of SSNs and non-public personal information and block it where appropriate. As a result, it attempts, on a

	daily basis to block this connectivity internally, but is only partially successful as this messaging technology is designed to use a variety of non-standard communications techniques to circumnavigate firewall-blocking efforts.
Project benefits and value:	Acquiring the ability to control inappropriate use of instant messaging traffic will allow GSFC to permit all of its employees to use this valuable communication technique in a safe and secure manner. It will enable GSFC to capitalize on an emerging technology and use it to increase the level of service we currently provide to Georgia's constituents. This project will require that an RFP be released requesting a vendor based solution capable of providing this functionality. It is anticipated that hardware-based boundary appliance specifically designed to recognize all forms of instant messenger traffic will be the optimum solution for this project.
Project Priority:	High
Priority Rationalization:	This project mitigates a critical security weakness at GSFC.
Alternative solutions explored:	Creating our own custom application to accomplish this goal. Due to the sophisticated programming experience required to create a custom solution, several project support staff would have to be recruited to supplement existing programming and network staff, as a result this alternative was not considered viable.
Purchase and installation cost:	Can only be determined with an RFP. Ballpark expectations are that the winning response to this RFP would come in under $100,000, possibly around $20,000.
Maintenance / licensing costs:	Are expected to be between 15% and 20% of the cost of the software (annually).
Training / educational costs:	Are unknown and would be a function of the RFP awarded. In most cases, training required is limited to less than one week at a cost that averages between $500 to $1,000 a day (for Atlanta based training).
Project name:	**Enterprise Wide Performance Management**
Security problem addressed:	Inability to differentiate legitimate software and hardware performance problems within the infrastructure (created by failures of hardware and software components) from the degradation on enterprise wide system performance typically experienced when ongoing malicious activity has modified or corrupted critical system processes. Note: GTA has not had the opportunity to review and comment on this security project before this document was submitted to OPB.
Internal or external problem:	Internal and external
Detailed project description:	Identify and acquire a vendor solution that will enable GSFC to monitor (at an enterprise level) the technical performance of all its mission critical servers in a manner that will allow emergency alerts to be produced when server performance exceeds statistical norms. Very granular performance reports will be required from this solution such that real-time performance reports can pinpoint the one component or process that has become unstable within the infrastructure. This ability to exact specific detail from thousands of active processes and report on their respective health will

	provide critical diagnostic information that is presently unavailable to GSFC in real-time. The real-time component of this solution is paramount as a successful effort at mitigating malicious activity requires staff to take action "during" the incident, not after when the damage has been done.
Project benefits and value:	This solution will allow GSFC security personnel and IT staff to make critical decisions without extensive delays when attempting to isolate the cause of a system wide problem. Having the ability to quickly recognize the source of a problem (hardware/software vs. hacker) will permit staff to invoke the agencies cyber incident response plan before critical systems are compromised. . This project will require that an RFP be released to identify a vendor capable of providing this functionality.
Project Priority:	High
Priority Rationalization:	This project mitigates a critical security weakness at GSFC.
Alternative solutions explored:	Creating our own custom application to accomplish this goal. Due to the sophisticated programming experience required to create a custom solution, several project support staff would have to be recruited to supplement existing programming and network staff, as a result this alternative was not considered viable.
Purchase and installation cost:	Can only be determined with an RFP. Ballpark expectations are that the winning response to this RFP would come in under $100,000, possibly around $50,000.
Maintenance / licensing costs:	Are expected to be between 15% and 20% of the cost of the software (annually).
Training / educational costs:	Are unknown and would be a function of the RFP awarded. In most cases, training required is limited to less than one week at a cost that averages between $500 to $1,000 a day (for Atlanta based training).
Project name:	Web Monitoring / Web Filtering
Security problem addressed:	Inability to monitor and control employee activity with respect to their use of Internet browser capabilities to access objectionable or inappropriate Web sites. Note: GTA has reviewed this project's security focus and has advised GSFC that they see this as a "fairly high priority project requiring immediate action."
Internal or external problem:	Internal
Detailed project description:	Identify and acquire a vendor solution that will provide a means whereby all connectivity to the Internet by GSFC employees can be monitored for inappropriate usage or security risks and where necessary controlled at the individual employee level such that security and liability issues can be mitigated, and loss of productivity can be prevented.
Project benefits and value:	Employee access to inappropriate web sites (games sites, gambling, pornography, hate, drugs, hacking, etc.), regardless if the access was inadvertent or by design, can have a significant impact on an organization with respect to security exposures and employee generated lawsuits (typically based on hostile work environments). As a result, having an automated security solution that is capable of classifying employee Web site access attempts (in real time) in a manner that reflects industry best

	practices, and preventing same should that action be required, will eliminate a significant security and legal liability from GSFC's future. This project will require that an RFP be released requesting a vendor based solution capable of providing this functionality.
Project Priority:	High
Priority Rationalization:	This project mitigates a critical security weakness at GSFC, as well as resolving a potential legal liability issue that could develop with claims that GSFC did not take active measures to prevent a hostile work environment.
Alternative solutions explored:	Creating our own custom application to accomplish this goal. Due to the sophisticated programming experience required to create a custom solution, several project support staff would have to be recruited to supplement existing programming and network staff, as a result this alternative was not considered viable.
Purchase and installation cost:	Can only be determined with an RFP. Ballpark expectations are that the winning response to this RFP would come in under $100,000, possibly around $12,000.
Maintenance / licensing costs:	Are expected to be between 15% and 20% of the cost of the software (annually).
Training / educational costs:	Are unknown and would be a function of the RFP awarded. In most cases, training required is limited to less than one week at a cost that averages between $500 to $1,000 a day (for Atlanta based training).
Project name:	Log Analysis and Consolidation
Security problem addressed:	Inability to analyze security data collected by all of the security controls within GSFC at the Meta level. Present analysis techniques are incapable of correlating time dependent events in a manner that makes cause-and-effect evident. Note: GTA has reviewed this project's security focus and has advised GSFC that they see this as a "fairly high priority project requiring immediate action."
Internal or external problem:	Internal
Detailed project description:	Identify and acquire a vendor solution that will assist GSFC's security staff in analyzing the gigabytes of data generated daily by its various security controls in a way that will allow a detailed time-line integration of a wide array of security applications that were never designed to communicate with each other.
Project benefits and value:	GSFC's security staff spends a considerable amount of time monitoring the output of logs and alerts generated by the various security applications presently in place. While each does a commendable job of detailing what activities were detected and what, if any, actions were taken to automatically mitigate the detected threat, none have the ability to integrate this valuable data with other security applications that may have also been involved in the event detected. Having a solution in place that would allow GSFC security staff to monitor all security solutions in place, especially with respect to timelines at the millisecond level, would drastically increase its efficiency and enhance its ability to respond more quickly to suspicious events that require manual intervention.

Project Priority:	High
Priority Rationalization:	This project mitigates a critical security weakness at GSFC.
Alternative solutions explored:	Creating our own custom application to accomplish this goal. Due to the sophisticated programming experience required to create a custom solution, several project support staff would have to be recruited to supplement existing programming and network staff, as a result this alternative was not considered viable.
Purchase and installation cost:	Can only be determined with an RFP. Ballpark expectations are that the winning response to this RFP would come in under $100,000, possibly around $35,000.
Maintenance / licensing costs:	Are expected to be between 15% and 20% of the cost of the software (annually).
Training / educational costs:	Are unknown and would be a function of the RFP awarded. In most cases, training required is limited to less than one week at a cost that averages between $500 to $1,000 a day (for Atlanta based training).
Project name:	Network Traffic Monitoring and Reconstruction
Security problem addressed:	Inability to perform packet level analysis of TCP/IP based network traffic entering and leaving the GSFC infrastructure. Protocol analysis is a critical component of any incident based security review and at the moment GSFC does not possess these sophisticated analysis tools. Note: GTA has reviewed this project's security focus and has advised GSFC that they see this as a "fairly high priority project requiring immediate action."
Internal or external problem:	Internal and external.
Detailed project description:	Identify and acquire a vendor solution that will provide GSFC with the ability to monitor and recreate all network traffic originating from or directed at GSFC. This includes individual TCP/IP user sessions or unattended operating system interactions (both internal-to-internal and internal-to-external) such that they can be recreated in session based playback mode to permit packet-by-packet analysis of suspicious activity. Activity that was previously identified by existing security controls as impacting the security of the infrastructure. This project would be the equivalent of setting up a video camera and recorder so that it could be played back "after" the burglar alarm went off to see who broke in and what tools they used to break the lock.
Project benefits and value:	Detailed protocol analysis of packet activity within an enterprise (at the manual level) is a proven means by which the "last-mile" of security analysis can be achieved. Without the ability to specifically determine the level of interaction a packet is capable of achieving within the enterprise, especially with respect to hidden or concealed payloads, the ability to successfully implement a defensible security plan is always in question as it requires 100% full reliance on automated solutions. GSFC security staff recognizes that while an overwhelming majority of today's automated security solutions function at the 95% level or above of effectiveness, there is still a need to resolve a very small percentage of suspected Internet activity with manual oversight and analysis. This project will require that an RFP be released requesting a vendor based solution capable of providing this functionality. It is anticipated that hardware based high-

	bandwidth network packet sniffer / protocol analyzer will be the optimum solution for this project.
Project Priority:	High
Priority Rationalization:	This project mitigates a critical security weakness at GSFC.
Alternative solutions explored:	Creating our own custom application to accomplish this goal. Due to the sophisticated programming experience required to create a custom solution, several project support staff would have to be recruited to supplement existing programming and network staff, as a result this alternative was not considered viable.
Purchase and installation cost:	Can only be determined with an RFP. Ballpark expectations are that the winning response to this RFP would come in under $100,000, possibly around $50,000.
Maintenance / licensing costs:	Are expected to be between 15% and 20% of the cost of the software (annually).
Training / educational costs:	Are unknown and would be a function of the RFP awarded. In most cases, training required is limited to less than one week at a cost that averages between $500 to $1,000 a day (for Atlanta based training).
Project name:	ISO 17799 Staff Certification
Security problem addressed:	GSFC staff are not certified to create, configure and implement policies and procedures related to this international security standard, one which GTA has mandated as the security norm for all Georgia agencies. Note: GTA has reviewed this project's security focus and has advised GSFC that they see this as an optional project.
Internal or external problem:	Internal
Detailed project description:	Identify and acquire a vendor solution that will provide GSFC Security and IT staff with on-site training that will result in ISO 17799 security certifications for those who attend and pass the testing requirements.
Project benefits and value:	Given that GTA has mandated that this security certification will be the foundation for all State agency policies and procedures, it seems that the benefits of having GSFC security and IT staff certified to this standard are, or should be obvious. This project will require that an RFP be released requesting a vendor proposal for this training service.
Project Priority:	High
Priority Rationalization:	This project mitigates a critical procedural weakness at GSFC with respect to GTA's mandated security requirements.
Alternative solutions explored:	Obtain certification directly from GTA. Unfortunately, GTA is not certified to offer this training. Should that certification service become available we will take advantage of it and remove this project from our list.
Purchase and installation cost:	Can only be determined with an RFP. Ballpark expectations are that the winning response to this RFP would come in under $100,000, possibly around $20,000 for four staff members.

Maintenance / licensing costs:	Not applicable.
Training / educational costs:	Not applicable
Project name:	ISO 17799 Agency Certification
Security problem addressed:	Inability to demonstrate to all of the constituents GSFC's serves that this agency meets and/or exceeds industry best practices for information security. Note: GTA has reviewed this project's security focus and has advised GSFC that they see this as a "fairly high priority project requiring immediate action."
Internal or external problem:	Internal and external
Detailed project description:	Identify certified consultants who have the ability to provide GSFC Security and IT staff with on-site assistance designed to document that GSFC, as an agency, is compliant with all the security requirements of ISO 17799 and as a result is qualified to be certified under this international standard as a secure organization.
Project benefits and value:	Given that GTA has identified that this security certification will be the foundation for all State agency deemed to be secure, it seems that the benefits of having GSFC certified as being compliant with these rigorous security standards is obvious. This project will require that an RFP be released requesting a vendor response for this certification assistance.
Project Priority:	High
Priority Rationalization:	This project mitigates a critical procedural weakness at GSFC with respect to GTA's mandated security requirements.
Alternative solutions explored:	Obtain certification directly from GTA. Unfortunately, GTA is not certified to offer this training. Should that certification service become available we will take advantage of it and remove this project from our list.
Purchase and installation cost:	Can only be determined with an RFP. Ballpark expectations are that the winning response to this RFP would come in under $100,000, possibly around $20,000.
Maintenance / licensing costs:	Not applicable.
Training / educational costs:	Not applicable.
Project name:	Secure Web-Based E-Mail (Note this project is included for reference only. It was approved by GTA in March 2002 and a RFP is currently pending).
Security problem addressed:	Compliance with Federal regulations concerning the privacy of non-public personal information. Note: GTA has reviewed this project's security focus and has advised GSFC that they see this as a "fairly high priority project requiring immediate action."
Internal or external problem:	Internal and external.
Detailed project description:	GSFC requires an e-mail based software application that will allow it to become compliant with the provisions of the Gramm-Leach-Bliley Act (GLBA) by allowing it to use an internal Web-based e-mail solution for

	secure e-mail delivery over an encrypted secure sockets layer (SSL) session. The project solution must be capable of constantly monitoring the content of all out-bound e-mails originated by GSFC employees, prior to actually being sent out over the Internet, for patterns of numbers that could be social security numbers (SSN) or other non-public personal information. If this analysis results in a positive match for a SSN for example, then the e-mail that triggered the event is automatically routed to a secure, internally hosted, Web-based e-mail server that takes responsibility for secure SSL delivery. E-mails that do not cause an SSN event trigger are allowed to pass on thru to normal e-mail delivery channels (Exchange/SMTP) for processing. Currently, GSFC uses a manual process to achieve this compliance, and wishes to automate the entire process.
Project benefits and value:	Presently GSFC scans all outbound e-mails for the presence of SSNs, and when discovered returns those e-mails and their attachments to the employees for editing before they can be released. The process is burdened with false positives that require daily manual intervention to release e-mails quarantined in error. This project will increase compliance the GLBA by removing the responsibility from the employee to monitor the content of every e-mail they reply to (a common source of SSNs are found in the original text of e-mails sent to GSFC employees), along with any attachments. False positives will no longer be an issue for they will be always be routed for deliver, not quarantine, via the SSL channel. While false positives will not be delivered via normal e-mail (SMTP) channels, they will nevertheless be delivered in a timely fashion.
Project Priority:	High
Priority Rationalization:	Compliance with Federal regulations.
Alternative solutions explored:	Creating our own custom application to accomplish this goal. Due to the sophisticated programming experience required to create a custom solution, several project support staff would have to be recruited to supplement existing programming and network staff, as a result this alternative was not considered viable. Continued use of our manual system was also abandoned due to its high occurrence of false positives.
Purchase and installation cost:	Can only be determined with an RFP. Ballpark expectations are that the winning response to this RFP would not come in under $100,000; most likely it would be around $120,000.
Maintenance / licensing costs:	Are expected to be between 15% and 20% of the cost of the software (annually).
Training / educational costs:	Are unknown and would be a function of the RFP awarded. In most cases, training required is limited to less than one week at a cost that averages between $500 to $1,000 a day (for Atlanta based training).
Project name:	Employee Security Training
Security problem addressed:	Employee awareness of information security issues. Note: GTA has reviewed this project's security focus and has advised GSFC that they see this as a "fairly high priority project requiring immediate action."
Internal or external problem:	Internal

Detailed project description:	Identify and acquire a vendor solution that will provide all GSFC employees with an experiential learning experience designed to enhance their awareness and understanding of information security based threats, as well as the appropriate responses to threats discovered.
Project benefits and value:	Every successful information security program has at its core three foundational components, (1) realistic, enforceable policies and procedures, (2) defensive monitoring equipment capable of proactive responses, and (3) trained employees capable of acting as the first-line of defense in identifying threats that create minor exceptions to normal business processes. While lecture based training is an effective first step in this process (one which GSFC has already undertaken), it needs to be supplemented with experiential training that permits students to interact with the "threat environment" such that an in-depth understanding of the scope of the problem is achieved. Identifying a solution that is capable of taking GSFC's employees to the next level of information security awareness is a critical component of GSFC's effort to go beyond being secure, to staying secure. This project will require that an RFP be released requesting a vendor-based solution capable of providing this training experience.
Project Priority:	Medium
Priority Rationalization:	GSFC's recent training efforts are still fresh in the minds of all employees. But it is anticipated that without further reinforcement in the next 6-8 months this awareness will fade to the point where it may become another security risk. Hence the medium priority classification assigned above.
Alternative solutions explored:	Obtain training directly from GTA. Unfortunately, GTA currently does not offer this type of training to Georgia agencies. Should that service become available we will take advantage of it and remove this project from our list.
Purchase and installation cost:	Can only be determined with an RFP. Ballpark expectations are that the winning response to this RFP would come in under $100,000, possibly around $10,000.
Maintenance / licensing costs:	Not applicable.
Training / educational costs:	Not applicable.
Project name:	Password Recovery / Forensic Analysis
Security problem addressed:	Inability to access mission critical server platforms and determine what events or persons were responsible for contributing to a situation that resulted in a system lockout at the administrator level. Note: GTA has reviewed this project's security focus and has advised GSFC that they see this as a "fairly high priority project requiring immediate action."
Internal or external problem:	Internal
Detailed project description:	Identify and acquire a vendor solution that will provide the means whereby authorized system administrators can recover access to mission critical systems across a wide range of platforms when the administrator passwords to these systems has been forgotten, lost, or corrupted. In addition, when the inaccessible system access may be a function of system integrity corruption, purposeful manipulation, or external hacking attempts, the solution must provide the means by which forensic

	processing and analysis can be performed on the relevant components of the impacted systems.
Project benefits and value:	Being able to recover a system that is no longer accessible because the administrator password is not known is a much more productive process than rebuilding the system in question from scratch (e.g., reformatting the hard drive, reloading the operating system and respective applications, configuring and testing the configurations, restoring data from back-up tapes, etc.), usually a very time intensive procedure as the restoration of back-up tapes is not an option. It should to obvious that the ROI of this project will be significant should GSFC ever find itself in a position where it must recover from this situation. This project will require that an RFP be released requesting a vendor based solution capable of providing this functionality.
Project Priority:	Medium
Priority Rationalization:	While GSFC has found itself in a position where it has been forced to rebuild system platforms primarily due to employee turnover, none of these systems to date were mission critical systems. As a result, these situations have been manageable within the scope of our client deliverables. So while this could change dramatically tomorrow with the involvement of a mission-critical system, current experience indicates that this is not now a critical level of concern, hence the medium priority ranking.
Alternative solutions explored:	Creating our own custom application to accomplish this goal. Due to the sophisticated programming experience required to create a custom solution, several project support staff would have to be recruited to supplement existing programming and network staff, as a result this alternative was not considered viable.
Purchase and installation cost:	Can only be determined with an RFP. Ballpark expectations are that the winning response to this RFP would come in under $100,000, possibly around $8,000.
Maintenance / licensing costs:	Are expected to be between 15% and 20% of the cost of the software (annually).
Training / educational costs:	Are unknown and would be a function of the RFP awarded. In most cases, training required is limited to less than one week at a cost that averages between $500 to $1,000 a day (for Atlanta based training).
Project name:	Enterprise wide single-signon
Security problem addressed:	Inability to effectively manage and control the use of multiple passwords per employee that are currently required to access all of the diverse platforms within GSFC's business infrastructure. Providing employees with the ability to use one password to access all infrastructure resources has been showed by industry research to be an effective means of enhancing internal security dramatically, especially when this functionality is tied to hardware based authentication tokens. Note: GTA has reviewed this project's security focus and has advised GSFC that they see this as an optional project.
Internal or external problem:	Internal

Detailed project description:	Identify and acquire a vendor solution that will permit all GSFC employees to access all required business applications maintained within the enterprise by the use of a single login account and password (or token).
Project benefits and value:	Security within the enterprise will be increased dramatically if employees are only required to remember "one" account name and password. This project will also be capable of increasing productivity, as employees will not have to struggle with multiple login accounts and passwords as they attempt to perform their job responsibilities on a daily basis. This project will also make password reset requests a thing of the past as the commercial solution envisioned will also allow employees to reset their own password on an internally hosted Web page that authenticates users based on previously established questions and answers (e.g., the name of your first pet was?). This project will require that an RFP be released requesting a secure vendor-based solution capable of supporting the password parameters of all legacy systems within GSFC.
Project Priority:	Medium
Priority Rationalization:	While the current environment of multiple accounts and passwords is an ongoing security risk, employee-training efforts with respect to computer security has temporarily reduced this particular exposure to a point where it is not critical in the short-term.
Alternative solutions explored:	Creating our own custom application to accomplish this goal. Due to the sophisticated programming experience required to create a custom solution, several project support staff would have to be recruited to supplement existing programming and network staff, as a result this alternative was not considered viable.
Purchase and installation cost:	Can only be determined with an RFP. Ballpark expectations are that the winning response to this RFP would come in under $100,000, possibly around $25,000.
Maintenance / licensing costs:	Are expected to be between 15% and 20% of the cost of the software (annually).
Training / educational costs:	Are unknown and would be a function of the RFP awarded. In most cases, training required is limited to less than one week at a cost that averages between $500 to $1,000 a day (for Atlanta based training).
Project name:	Trouble Ticket Management / Security Analysis
Security problem addressed:	Inability to track emerging security incidents based on the performance impact these events have on the hardware and software applications that have been compromised. Note: GTA has reviewed this project's security focus and has advised GSFC that they see this as a "fairly high priority project requiring immediate action."
Internal or external problem:	Internal
Detailed project description:	Identify and acquire a vendor solution that will integrate normal trouble ticket reporting functions into a security analysis process. A comprehensive security solution requires that day-to-day trouble tickets generated by employees be monitored so that normal hardware and software issues can be distinguished from the effects of an ongoing compromise attempts which have yet to be discovered.

Project benefits and value:	Research studies have demonstrated that new types of hacking attempts which focus on recently discovered security flaws in applications and operating systems usually manifest themselves first as hardware and software problems before they are identified as legitimate hacks or compromises. This project will require that an RFP be released requesting a vendor based solution capable of tracking all trouble tickets generated by GSFC employees and analyzing data collected such that heuristic and rule-driven security exception alerts can be generated and sent to information security personnel in real-time.
Project Priority:	Low
Priority Rationalization:	While the long-term benefits of this security approach as a preventive measure are obvious, the time required to implement a trouble-ticket tracking system and successfully train it to recognize exception patterns that may indicate security risks requires collecting vast amounts of legacy data over a substantial period of time. Given that there are other security projects pending with more immediate ROI this project is classified as a long-term solution with low priority.
Alternative solutions explored:	Creating our own custom application to accomplish this goal. Due to the sophisticated programming experience required to create a custom solution, several project support staff would have to be recruited to supplement existing programming and network staff, as a result this alternative was not considered viable.
Purchase and installation cost:	Can only be determined with an RFP. Ballpark expectations are that the winning response to this RFP would come in under $100,000, possibly around $40,000.
Maintenance / licensing costs:	Are expected to be between 15% and 20% of the cost of the software (annually).
Training / educational costs:	Are unknown and would be a function of the RFP awarded. In most cases, training required is limited to less than one week at a cost that averages between $500 to $1,000 a day (for Atlanta based training).

Major Accomplishments achieved in FY 2002.

ORACLE

- Introduced ADI (Oracle Application Desktop Integrator) software for Accounting users. This is a spreadsheet-based application and the Accounting department can use an Excel spreadsheet to import/export journals to Oracle Application. We configured its report output capability and now Accounting users can output any Oracle Reports to an Excel spreadsheet for data manipulation and analysis purpose. Prepared training material and conducted training class.

- The Oracle Purchasing Application was not running since 1999. We resolved the technical issues, configured the application, updated the set up and conducted users' training.

- Prepared training material for Journal Entry and Discoverer Report and conducted training for Accounting department.

- Automated invoice transfer from Payables to General Ledger and posting journals to General Ledger. The program runs every night to transfer all invoices from the Payables system to the General Ledger and posts the journals.

Great Lakes

- Modified the forms developed by a former programmer to give them professional presentation and visual consistency as per the FoxPro program. Made modifications to the reports as per user requirements. Tested the system in the development environment and compared the results for correctness.

Master Checks Implementation

- Modified the existing main programs in FoxPro for the SSP check register to calculate the master checks correctly. Modified the reports in FoxPro to include master check presentation.

Hope & Authority Check Printing Systems

- Modified the main programs in Hope & Authority check printing system to test for correct results. The system was also modified to include Userid & Password check for application login.

Security in Three Check Register Systems

- Came up with security arrangement ideas and implemented them. Designed a table to store data. It involved adding extra code to forms already developed.

Query Only SSP System

- Developed SSP check register system for a user with query only privileges. This system had all the features as provided by the FoxPro program except the batch processing. The system has 10 forms and 7 reports.

Loan/Grants Check Printing System

- Developed Loan/Grants check printing system. This system will receive and process files from the Hope and AS/400 systems to create the checks. The

system was modified to include Userid & Password check for application login.

Loan/Grants Check Register System

- Developed Loan/Grants check register system. This system will receive and process files from the Hope and AS/400 systems to populate the Oracle tables. The system will also receive files and send file to SunTrust Bank. The system has 14 reports and 11 forms.

Move Check Register/Printing Systems

- Moved all the check register/printing programs (6 total) from the public "H" drive to the private "M" drive. The move involved research and modification on all the scripts run from the Accountings system, the Scholarship & Grants system and the Computer Operators PC resident in the computer room.

Research

- Coordinated with Oracle support to get permanent solution for ODBC connectivity issues. Installed the ODBC connection for FoxPro Check Register Programs.

Removed Scripts from FoxPro Programs for Security

- Suggested work around to remove scripts from FoxPro programs. The internal security is maintained in case of hacking from outside.

Made All Oracle Products Work in Sync With Each Other on the Terminal Server

- Made possible to install all the Oracle Tools used in GSFA to work on the terminal server. This will enable the required developers to work from home. The tools installed were Oracle SQL PLUS, Oracle forms & Reports and Oracle Discoverer.

TECHNICAL SUPPORT

- Set up 38 new schools on ScholarNet, bringing the total to 44 schools.
- Fully documented the Technical Support procedures and trained back-up staff.
- Worked on a team effort to keep GHEAC up and running during the time of the Security Breach, which included changes to our normal internal processing, and the movement of files in and out of GHEAC.
- Worked on a team effort to help migrate schools from our PC based Scholar Software Package to our web based ScholarNet Package.
- Produced an Account Status Fiscal Year Report which allows staff to key in online the dates for comparing data from two different years.

Scholarship & Grants System

- Implemented Samba to replace Softnet to allow users on a PC to mount a UNIX file system as a share. The Scholarship & Grants uses this to access the Oracle database with PC access tools. Samba is an open source implementation of the Common Internet File System (CIFS). To accomplish this Samba was downloaded from the Internet. Configuration files were then manipulated to conform to the Agency's needs. It was then complied into C executable files.

The Scholarship & Grants users were then added to the system to allow access only as an authorized user coming from an approved IP address.

- Installed IgniteUX to allow tape images of the HP systems to be created for disaster recovery purposes. On going process of creating the images of the systems.
- Installed and configured the Scholarship & Grants system to recreate their development environment. Updated the operating system to version 11.0 to simulate what will have to be done to the Scholarship & Grants production system.
- Implemented Sendmail on the FTP server and configured it to allow the web server to send email to GroupWise. This was done to insure a secure method of sending email from users on the web server to local Agency users. This involved adding networking hardware and software to the system.
- Created a new name server for the Agency using the latest build of BIND 9.2 which turned out to be more the 10 times faster than the old name server. To accomplish this a system not in use was reinstalled to HP-UX operating system, version 11.0. The source code for BIND 9.2 was downloaded. Created the Domain Name Server (DNS) configuration files containing all systems. Complied this into C executable files and deployed into use.
- Created a Network Time Protocol server to synchronize all HP system internal clocks with time signals provided by the Government.
- Created scripts on the Nokia firewalls to switch the firewall logs and export them to a text file. The script then FTP's the logs to a directory on the WebTrends PC and checks if the logs were ftp'd error free.
- Recovered the data on the raid disk arrays after a hardware problem prevented access to the Scholarship & Grants database.
- Found and implemented a web based monitor program that can monitor systems on the network and issue alerts based on preset triggers.
- Verified that the 6.0 version of ReflectionsX was not able to display Great Lakes data correctly. Downloaded and installed an evaluation copy of the latest version ReflectionsX and had one of GHEAC's staff test the screens that failed to display properly. Found that the new version 9.0 of ReflectionsX displayed the data correctly. Purchased and installed 15 copies of ReflextionsX for GHEAC..
- Updated Nokia firewall Operating systems and firewall software to latest versions.

WEB

- Set up new WEB Server, Development Server, SQL Server.
- Updated to latest version of Cold Fusion Server and Cold Fusion Studio.
- Set up Secure Socket Layer (SSL) Security on the WEB Server.
- Daily support of WEB server, G-Server, SQL Server.
- Evaluated, purchased and installed Content Management software for the website (eMpower).
- Moved data from Access database to new MS SQL Database (Internet).
- Moved Access HR (Employment) data from Access to MS SQL Database.
- Restructure and modification of different Intranet and Internet applications in order to improve security and performance issues.
- Created Visual Basic application that allowed moving data from AS400 to the MS SQL Server in order to create secured access to the loan information, in order to display Billing Statements and TDI letters on our Website.
- Creating new Post Secondary catalog applications.

- Continue to publish new documentation and changes to existing information relating agency activity, on our Website.
- In process of creating a new agency web site.

AS/400

- Implemented real time transfer of loan guarantee data with Great Lakes using MQ messaging software.
- Enhanced system security in all areas.
- Implemented programs to automate the sending of data using encrypted e-mail attachments.
- Tested and installed IFA rewrite software upgrade and all related, additional QAR's..

OPERATIONS

ISIR

- Split the year 2001/2002 from 2002/2003. Changed the scripts to send 2001/2002 to Great Lakes. Archived the 2002/2003 files until Great Lakes was ready to receive them. Put a new script in to send the 2002/2003 to Great Lakes new COMZONE ftp address.

DISASTER RECOVERY

- Performed disaster recovery test of the AS/400 at the SunGard facility. Was able to restore our profiles, libraries and objects. Test was successful.

SSP

- Converted all service cancelable loans formerly serviced through the HOPE system to the AS/400 platform. A subsystem was created for disbursing and all other servicing will be done using the IFA software.

SECURITY

- During the breach, due to the lack of access to the internet, a remote PC was set up for file transfers. After the security breach, brought the systems back up with new IP addresses. Caught up on all processing.
- Created a design for a enterprise infrastructure that significantly enhances GSFC's ability to protect the privacy of its clients.
- Recruited a Chief Information Security Officer.
- Provided training on computer security for every GSFC employee.
- Installed an intrusion detection system (IDS) that is capable of monitoring critical access points within our internal infrastructure at both the network and host based level.
- Installed multiple firewalls so that GSFC could protect its' internal infrastructure from external Internal attacks, as well as protect our Web site from hacker activity.
- Installed application based software that allows IT staff to monitor all installed firewalls and generate exception reports on demand.
- Installed a software based application that monitors the uptime of all critical internal computer systems and alerts.
- Installed an e-mail content monitoring software application that allows the content and attachments of all outbound e-mails to be scanned for the presence of social security numbers that are not encrypted.

- Provided specialized hands-on vendor training to key IT staff on anti-hacking techniques.
- Training provided for key IT staff on Nokia Checkpoint Firewall use.
- Provided key IT staff with vendor-based training on all security controls installed within the infrastructure.
- Enhanced the security of the agency Web server with respect to anti-defacement controls.
- Contracted with a remote independent security vendor to test the agency's external security controls, on demand, for any vulnerabilities that could result in a security breach.
- Completed a security assessment of the policies and procedures that would be necessary to become compliant with the industry standards.
- Successfully passed a comprehensive State audit that confirmed GSFC had completely recovered from a previous security breach and had met all of the infrastructure security enhancements required by GTA.
- Enabled virtual private network (VPN) technology so that select agency staff can remotely access our internal infrastructure over the Internet using two-factor authentication.
- Established a four-tier scanning approach to anti-virus defense.

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Georgia Student Finance Commission

Information Technology

Annual Expenditures

Fiscal Year 2002

EXPENDITURES	BUSINESS UNITS AND SUPPORT - FISCAL YEAR 2003'					
	Support Functions		Georgia Student Finance Authority	Georgia Higher Education Assistance Corporation	Grants and Scholarships	Total FY 02
	Executive/Accounting/Administration	Information Technology	State Loans and Loan Servicing	Loan Guaranty and Default Collections	State and Lottery Funded Grants, Scholarships and Loans	Expenditures
Personal Services	67,275	1,201,792	49,018	94,956	145,071	**1,558,112**
Regular Operating Expenses		99,397				**99,397**
Travel		3,667				**3,667**
Computer Charges	21,210	870,142	51,908	2,231,481	7,635	**3,182,376**
Telecommunications	23,427	61,919	73,731	49,016	33,580	**241,673**
Per Diem and Fees		340,457				**340,457**
Contracts	**Contracts Included in Per Diem and Fees**					**-**
TOTAL EXPENDITURES	**111,912**	**2,577,374**	**174,657**	**2,375,453**	**186,286**	**5,425,682**
Full-Time Personnel	1	21	1	1	2	26
Contract Personnel		2				2
	1	**23**	**1**	**1**	**2**	**28**

EXPENDITURE SUMMARY BY BUSINESS UNIT		
	Georgia Student Finance Authority	**1,564,709**
	Georgia Higher Education Assistance Corporation	**3,020,644**
	Grants and Scholarships	**840,328**
		$5,425,682

Georgia Student Finance Commission

Capital Asset Summary

N.B. all information technology equipment is wholly owned and operated by the Georgia Student Finance Authority (GSFA) . GSFA charges the Georgia Student Finance Commission and the Georgia Higher Education Assistance Corporation user fees I.T. equipment, support and usage.

Listing of agency equipment 496 items

Summary Comments

Approximately 250 work stations
Approxmately 30 servers/firewalls
2 HP UNIX prodciton servers and 2 development servers for ORACLE applications
Mitel Telephone System

The majority of desktops are 5 years old or less
The majority of servers/firewalls are 1 -2 years old
The HP UNIX platforms are 5 years and 7 years old
The IBM AS/400 units are four years old.

Value of I.T. Fixed Assets $672,798

List of Georgia Student Finance Authority Fixed Assets - I.T. Equipment highlighted in yellow.

GEORGIA STUDENT FINANCE AUTHORITY

Fixed Assets

New Asset Identification Number	Old-Asset Identication Number		Acquistion Cost	Acquistion Date	Vendor	NBV @ 6/30/02	Depreciation Cost Allocation		
		NOTE 1: THE POLICY IS THAT ASSETS PURCHASED DURING THE YEAR WILL BE DEPRECIATED AS IF THE ASSET WAS IN SERVICE FOR HALF A YEAR.							
		NOTE 2: THE AGENCY HAS IMPLEMENTED A $5,000 PURCHASE LIMITATION REQUIREMENT ON ALL FIXED ASSETS.							
		NOTE 3: EFFECTIVE JUNE 30, 2002 ASSETS ORIGNAL COST LESS THAN $5,000 WERE WRITTEN OFF.					Fund Source % of NBV		
							001	403	501
FA-0001	270	LAND, BLD & IMPR - asset label in with deeds	3,462,756.70	07/82		1,269,677.52	100%		
FA-0002	270	LAND - asset label in with deeds	373,750.00	07/82		373,750.00	100%		
FA-0003	GHEAC #67	50KVA UPS UNISYS MODEL 50	49,865.00	12/88		-			
FA-0004	306	JOYLAND GENERAL CONTRACTOR	11,385.00	02/93		1,138.50	100%		
FA-0005	Z0423	HARDWARE DISK/COMPUTER - Scrap @ EBW Warehouse	92,692.00	10/93		-			
FA-0006	427	BLD REPAIR	5,394.00	12/94		1,618.20	100%		
FA-0007	Z0396	UNIX CLIENT SERVER Memory Upgrade SW	21,997.26	06/96		-			
FA-0008	Z0401-1	K200-20 HP9000 inside Model 7200 Raid 7 shown below	55,105.50	01/97		-			
FA-0009	Z0401	MODEL 7200 RAID 7	85,150.00	01/97		-			
FA-0010	Z0037	GENIMCOM 4490XT IMPACT PRINTER	10,000.00	02/98		2,000.00		100%	
FA-0011	Z0040	1 HP NET SERVER LX PRO - SW Upgrade	14,160.00	05/98		2,832.00	33%	33%	34%
FA-0012	Z0041	NETSERVER LX PRO - SW Raptor Firewall	7,670.00	05/98		1,534.00	33%	33%	34%
FA-0013	Z0380-Z0384	MITEL TELEPHONE SYSTEM	95,160.00	03/99	MITEL, INC	38,064.00	100%		
FA-0014		AIRCONDITIONER	13,590.00	02/00	SEIMANS	10,872.00	100%		
FA-0015		AIRCONDITIONER	13,590.00	02/00	SEIMANS	10,872.00	100%		
FA-0016		AIRCONDITIONER	123,820.00	02/00	SIEMENS	99,056.00	100%		
FA-0017	Z0413	NETWORK UPGRADE FOR AGENCY INTRENET SERVER	16,419.62	03/00	BAY DATA CONSULTANT	9,851.77	33%	33%	34%
FA-0017	Z0413	NETWORK UPGRADE	6,481.52	03/00	BAY DATA CONSULTANT	3,888.91	33%	33%	34%
FA-0017	Z0413	NETWORK UPGRADE	10,508.55	03/00	BAY DATA CONSULTANT	8,406.84	33%	33%	34%
FA-0018		IBM CAPTIAL LEASE	1,070,895.00	06/00	IBM	428,358.00	50%	45%	5%
FA-0019	Z0078-Z0083	EXTREME NETWORKS 1000BS	26,695.00	06/00	E DELTACOM	16,017.00	33%	33%	34%
FA-0020	Z0373	SCALER 100 - Tape Backup	9,851.42	08/00	SER MACROSOFT	7,881.14	33%	33%	34%
FA-0021	Z0393	AS/400 PROCESSOR UNIT	8,665.00	08/00	SPC INC.	6,932.00	50%	45%	5%
FA-0022	123	ONDEMAND BASE 5769 RDI	13,300.00	08/00	SPC INC.	10,640.00	50%	45%	5%
FA-0023	Z0391	AS/400 PROCESSOR UNIT	42,085.00	09/00	SPC INC.	33,668.00	50%	45%	5%
FA-0024	Z0392	DISK UPGRADE FOR RHETT	21,552.00	05/01	SPC INC.	17,241.60	50%	45%	5%
FA-0025		LEGATO NETWORKER AUTO CHANGER SOFTWARE	6,000.00	07/01	DATALINK	5,400.00			100%
FA-0026		IBM MQ SERIES SOFTWARE	13,680.00	07/01	SPC, INC	12,312.00		100%	
FA-0027	Z0414	POWEREDGE 2500 P3 NEW E-MAIL SERVER	8,878.95	09/01	DELL MARKETING	7,991.06	33%	33%	34%
FA-0028		SERIES K370 PCU 9 GB DISK INTERAL	5,259.65	10/01	BAY POINTE TECH	4,733.69	33%	33%	34%
FA-0029	Z0098	DUPLO V-740 FORMS BURSTERS	5,995.00	10/01	PROGRESSIVE BUSINESS	5,395.50		100%	
FA-0030	Z0125	POWEREDGE 2500 INTEL PENTIUM II - Terminal Services	7,991.53	01/02	DELL MARKETING	7,192.38	33%	33%	34%
FA-0031	Z0126	POWEREDGE 2500 INTEL PENTIUM II - Mail Server	7,991.53	01/02	DELL MARKETING	7,192.38	33%	33%	34%
FA-0032	Z0167	NOKIA VP-1 SOFTWARE	15,996.00	03/02	INCAT SYSTEMS	14,396.40	33%	33%	34%
FA-0033	Z0168	NOKIA VP-1 SOFTWARE UNLIMITED	16,687.99	03/02	INCAT SYSTEMS	15,019.19	33%	33%	34%
FA-0034		KEYTOOLS CRYPT Software	6,500.00	04/02	BALTIMORE	5,850.00	33%	33%	34%
FA-0035		RENOVATION	153,997.70			146,297.82	33%	33%	34%
		GRAND TOTAL	**5,911,516.92**			**2,586,079.88**			
		Sub-Total I.T. Equipment	**1,703,368.52**			**672,797.85**			

Mainframe:

Workstations: 250

Servers: 30 servers/firewalls, 2 UNIX production servers and 2 development servers for ORACLE applications

Other: 216

Dollar Value of Asset Inventory: $672,798

General Age and Condition of Equipment: The majority of desktops are 5 years old or less. The majority of servers/firewalls are 1-2 years old. The HP UNIX platforms are 5 years and 7 years old. The IBM AS/400 units are 4 years old.

INFORMATION TECHNOLOGY

SCHEDULE OF COMPUTER APPLICATIONS

Department/Budget Unit:

Application/Contract Name	Description of Functions Provided by Application	Annual Volume		
		Description	FY 2001 Actuals	FY 2002 Actuals
Information not provided	*Information not provided*			